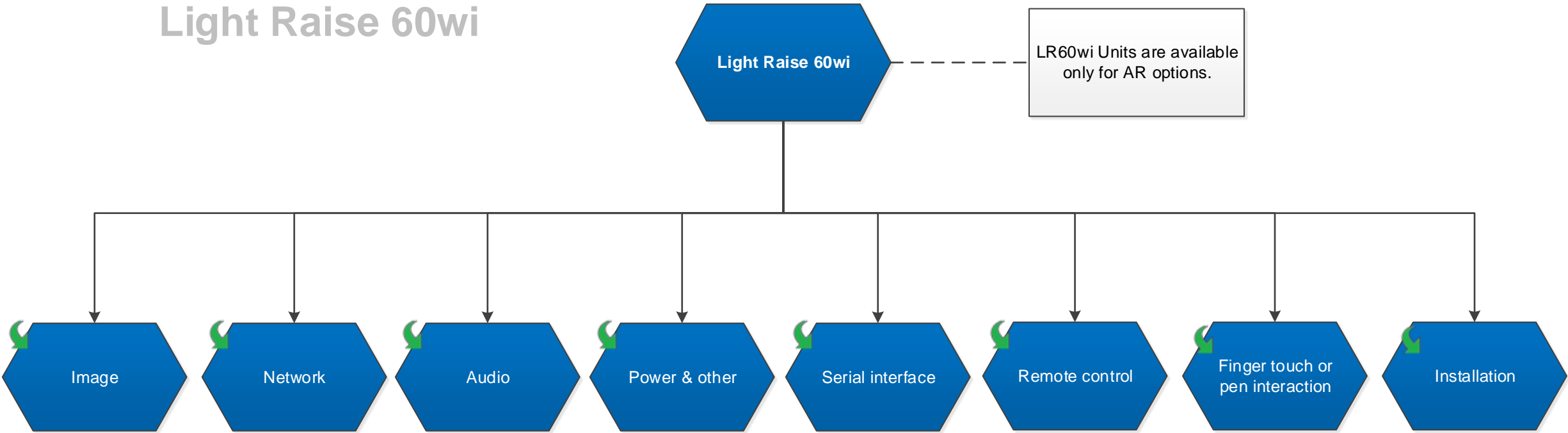


Last revised: June 26, 2014

[Glossary of Terms](#)

Light Raise 60wi

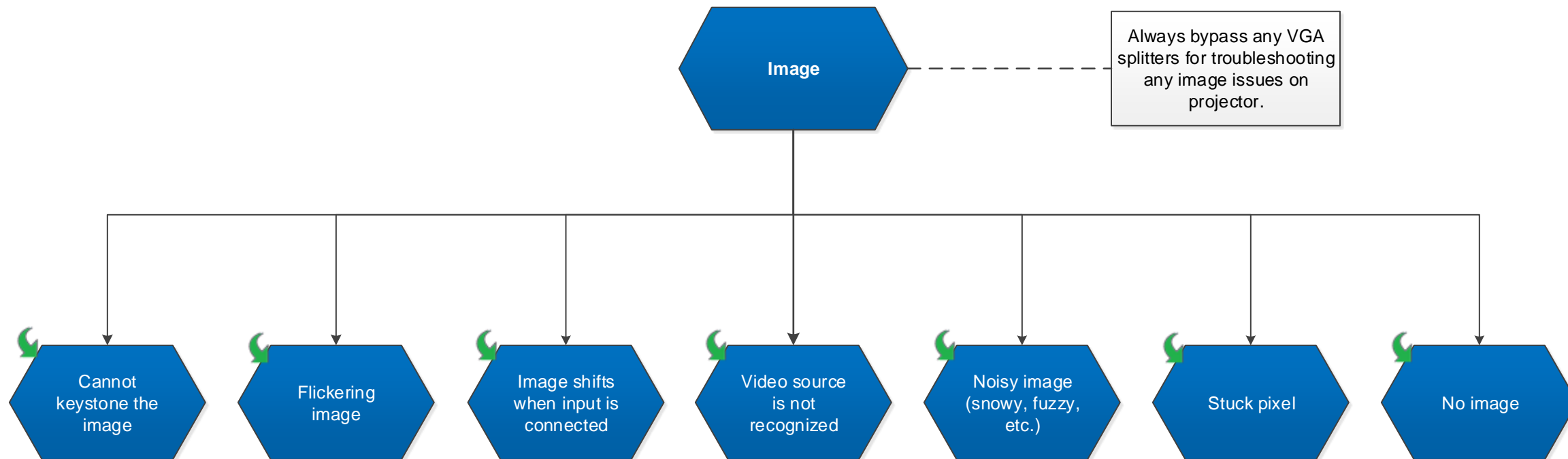


Legend	
	Troubleshooting steps.
	Contact Technical support for further assistance.
	Issue resolved.
	Additional information

smarttech.com/support
smarttech.com/contactsupport

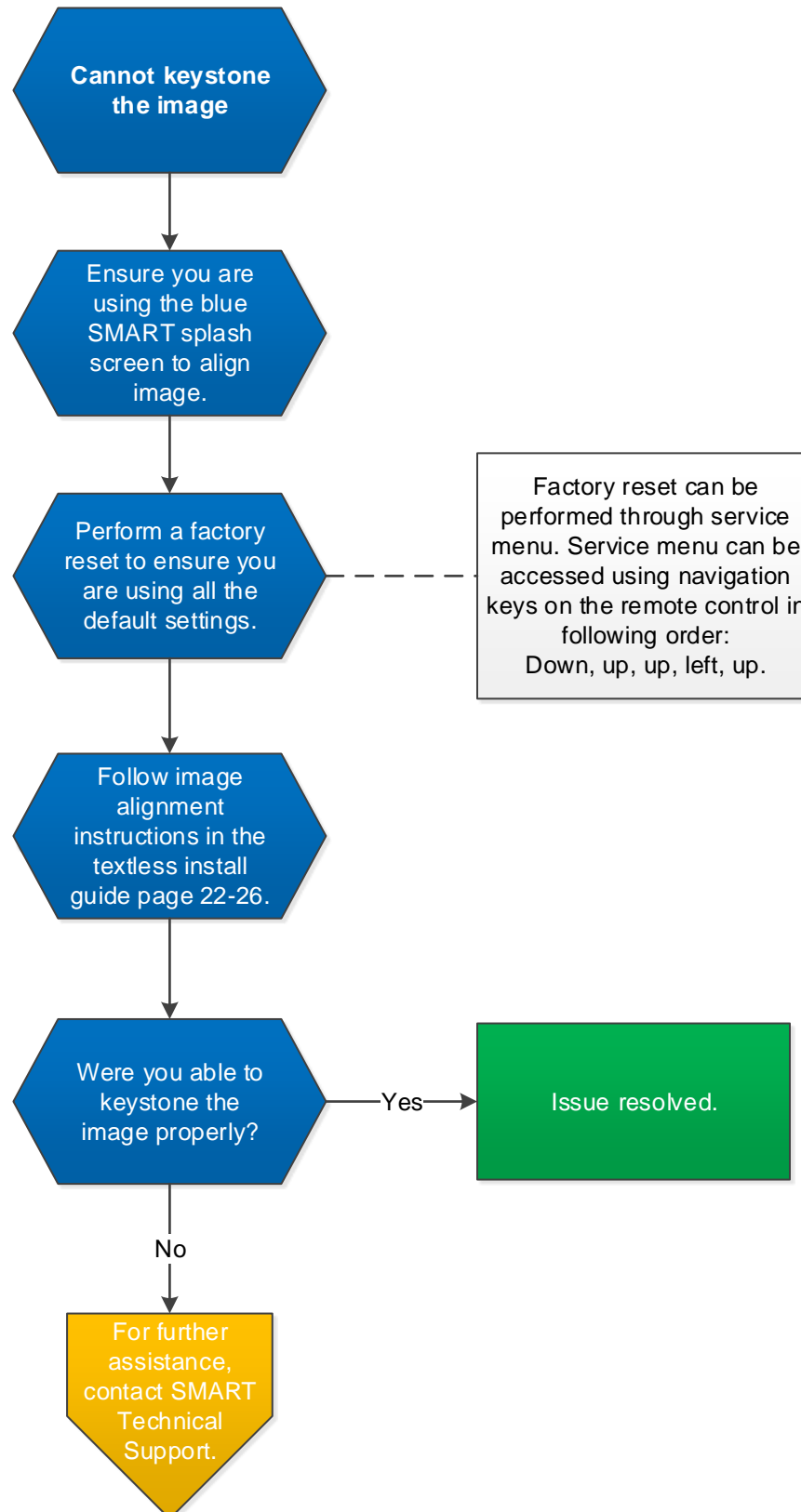
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1. Image

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1.1 Cannot keystone the image



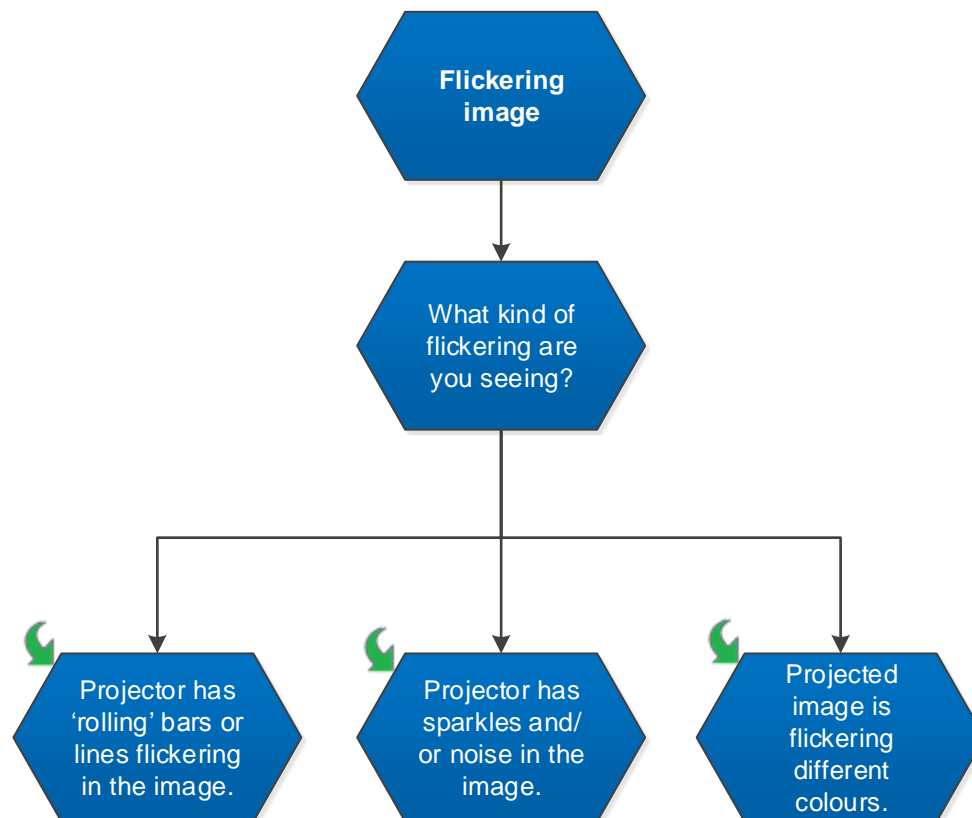
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1.2 Flickering image



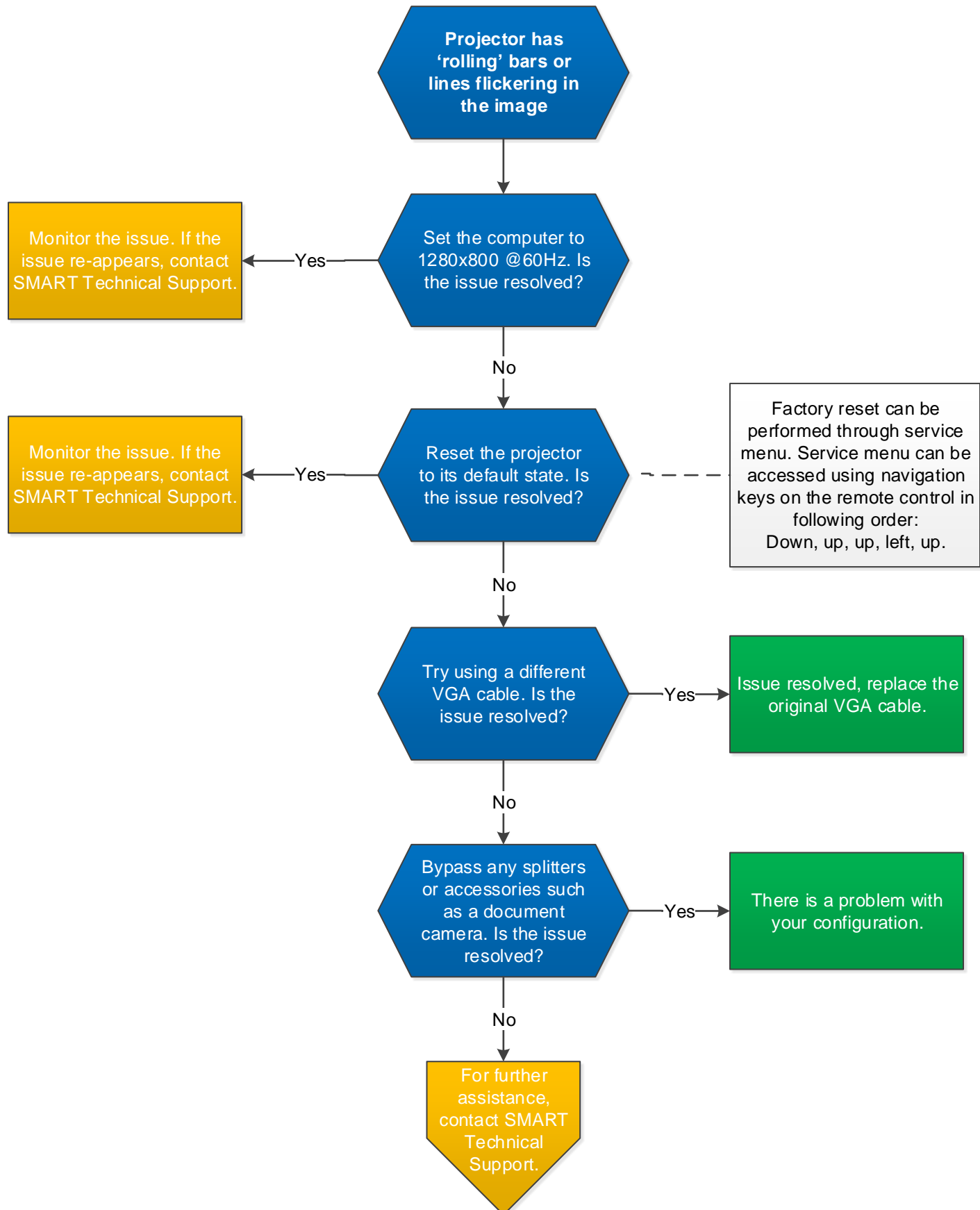
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1.2.1 Projector has 'rolling' bars or lines flickering in the image



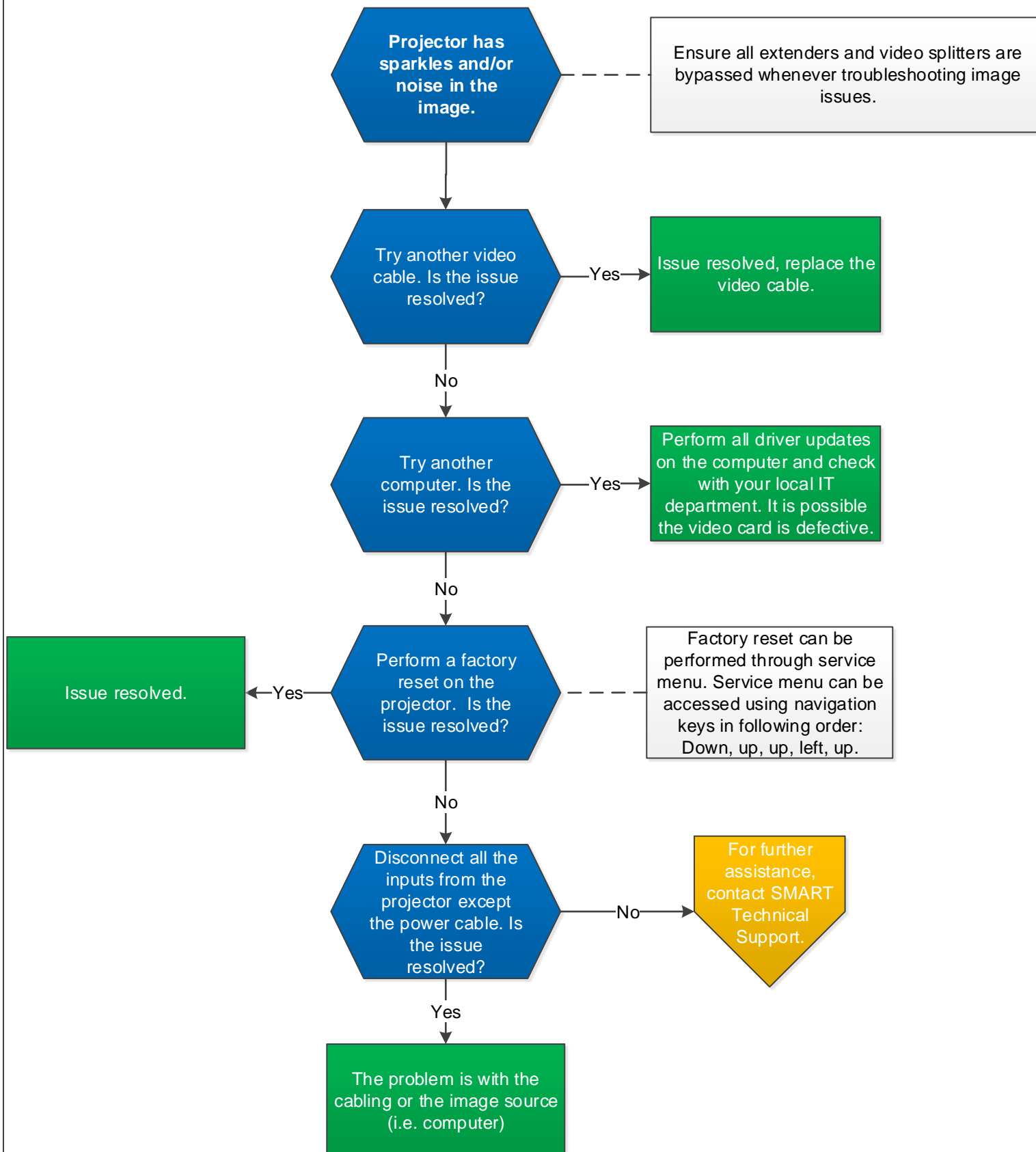
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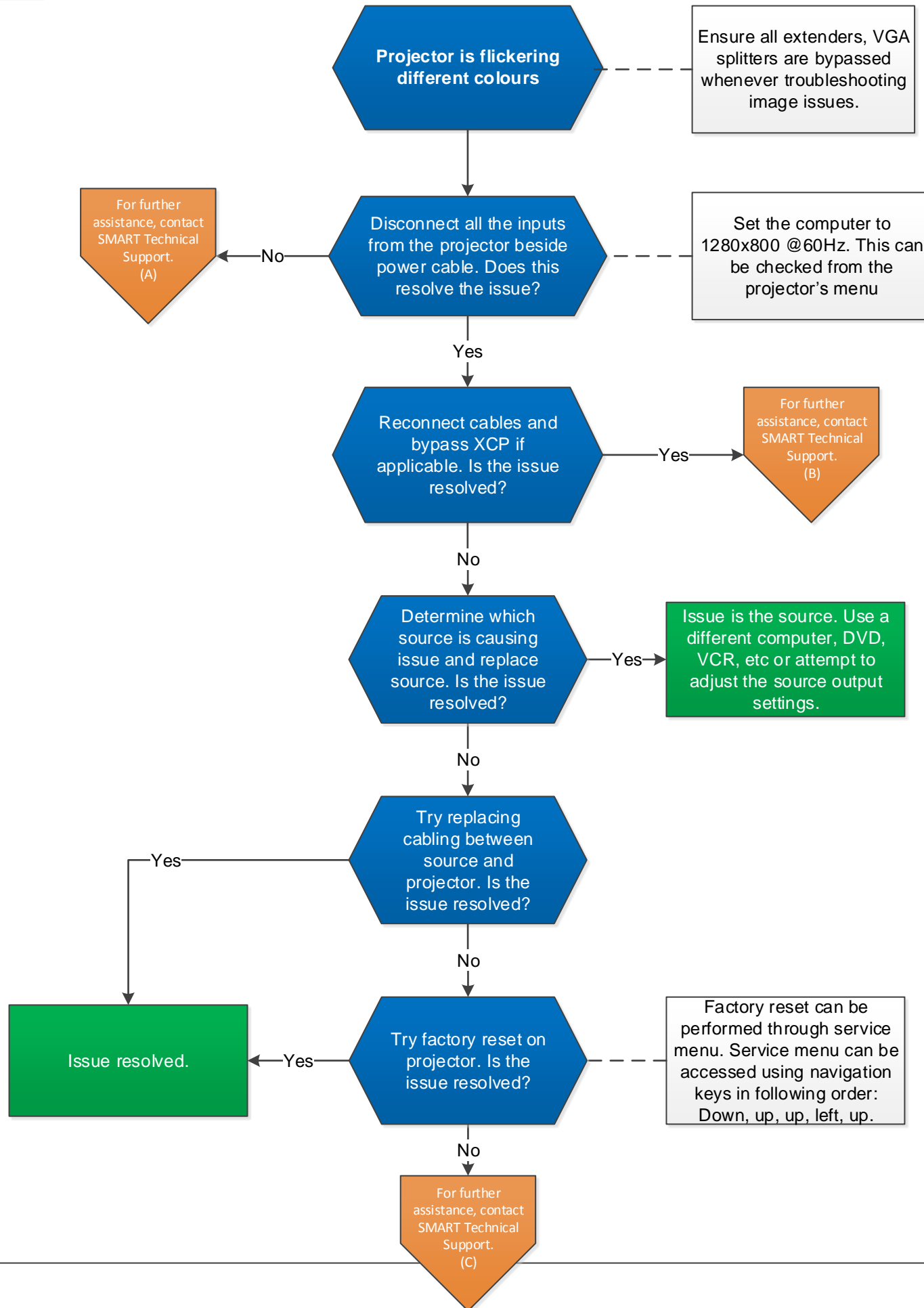
Contact Support

1.2.2 Projector has sparkles and/or noise in the image



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1.2.3 Projected image is flickering different colours.



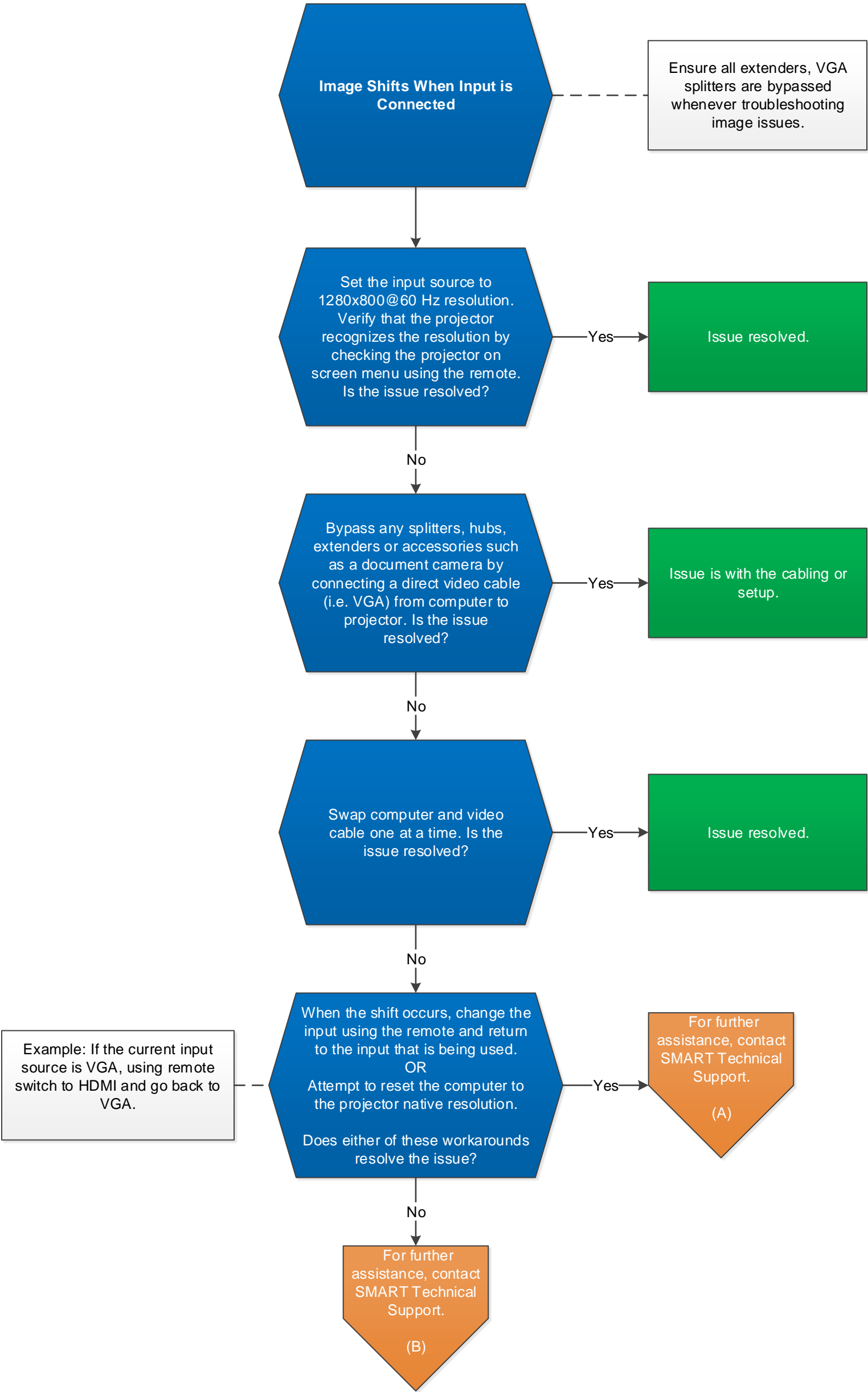
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1.3 Image shifts when input is connected



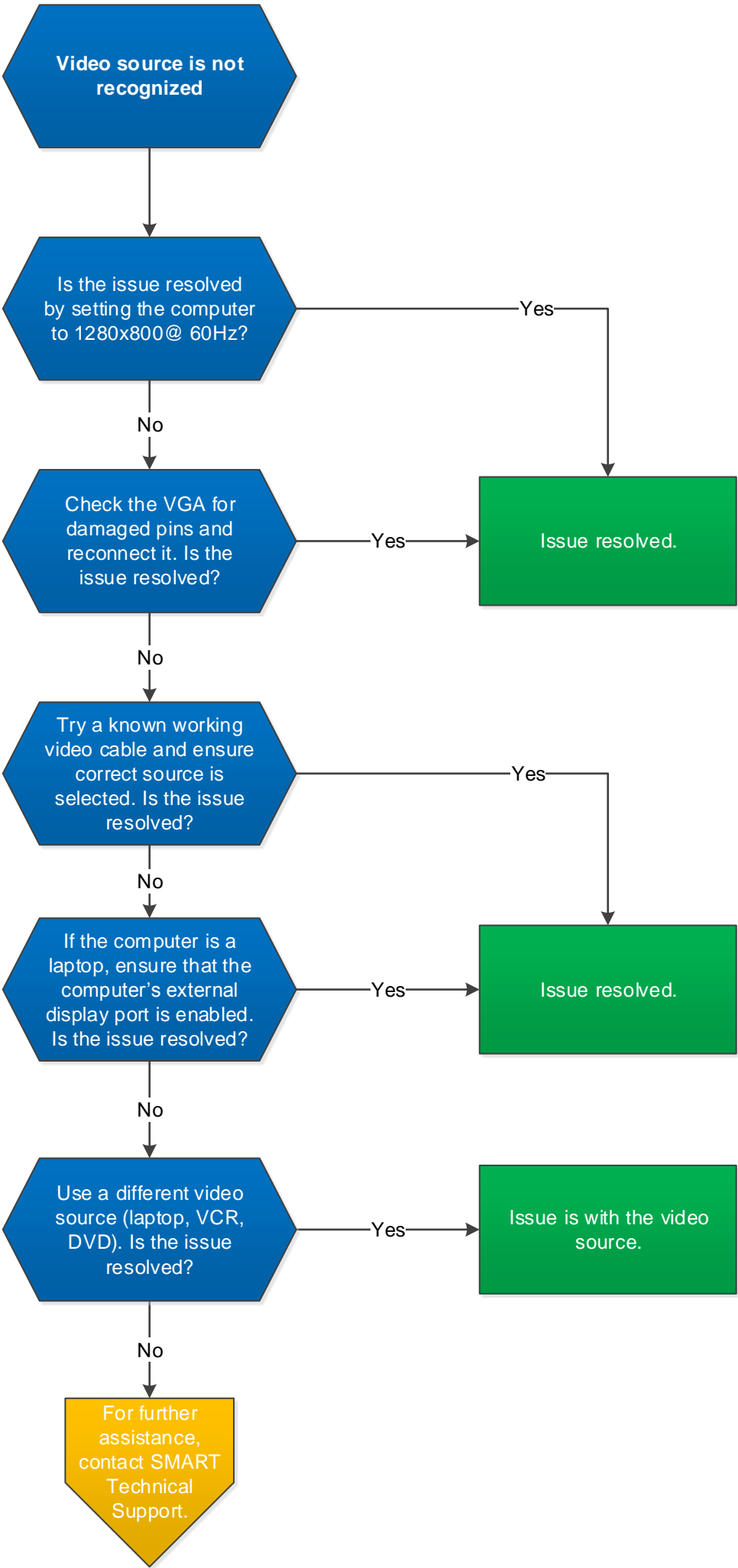
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1.4 Video source is not recognized

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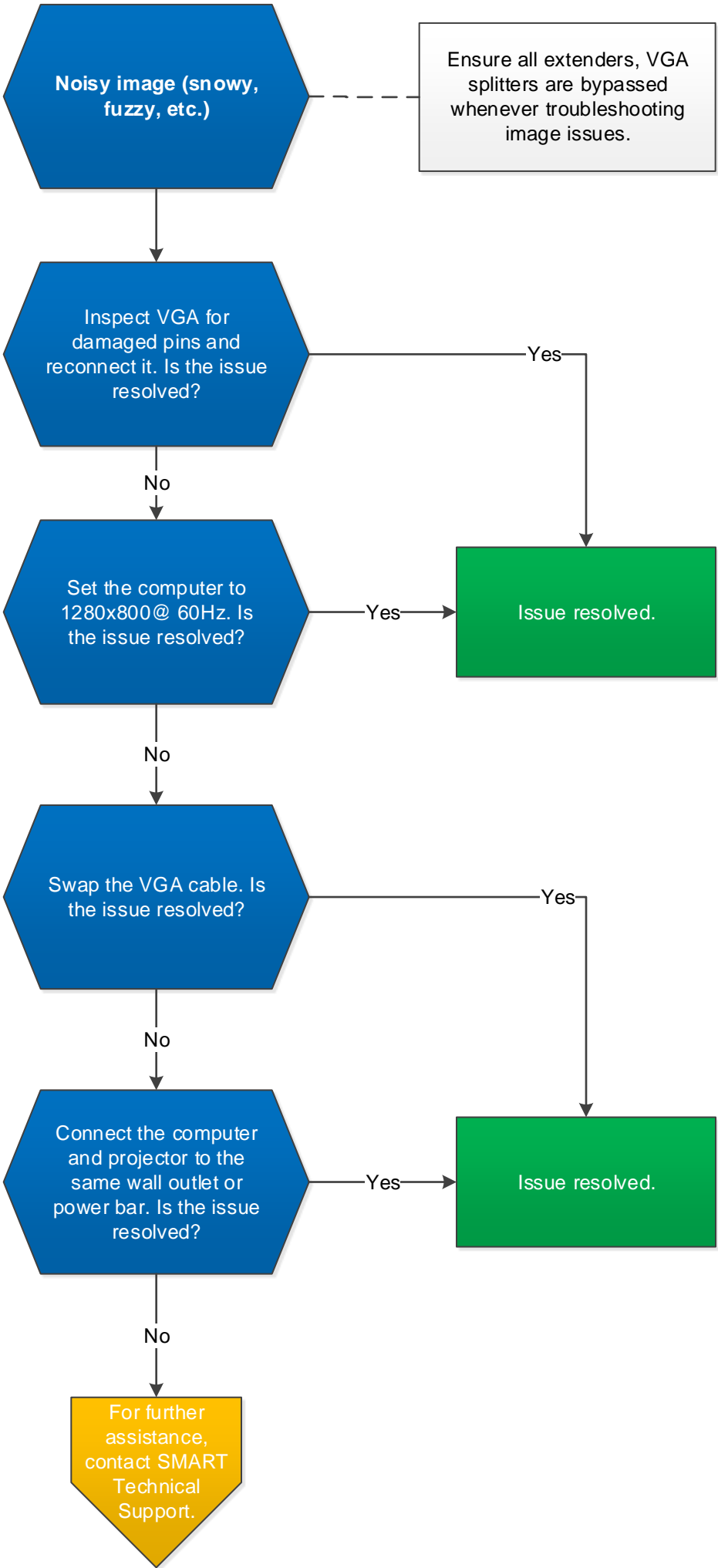
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1.5 Noisy image (snowy, fuzzy, etc.)

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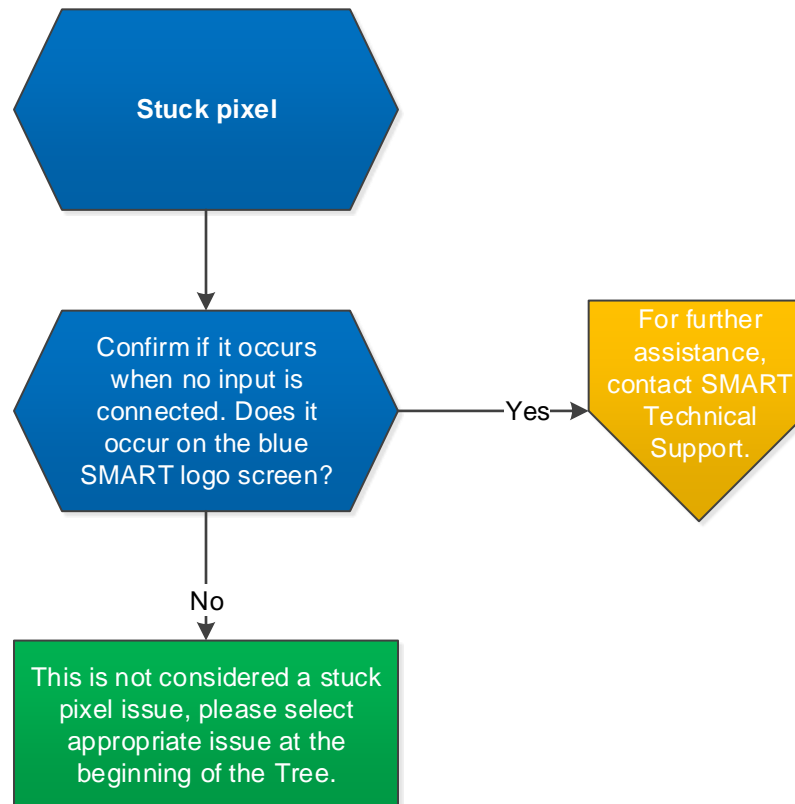
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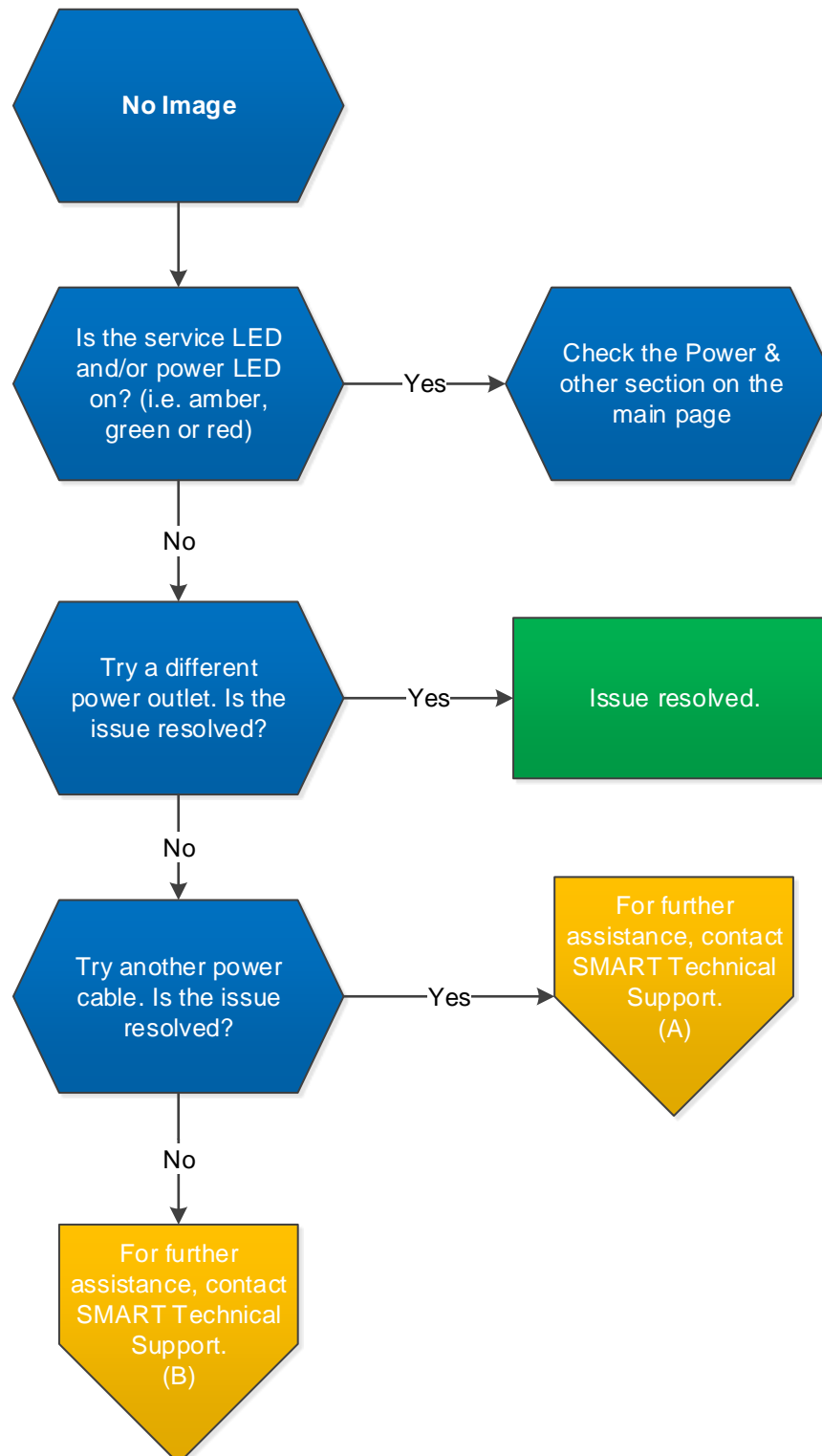
Contact Support

1.6 Stuck pixel



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1.7 No image



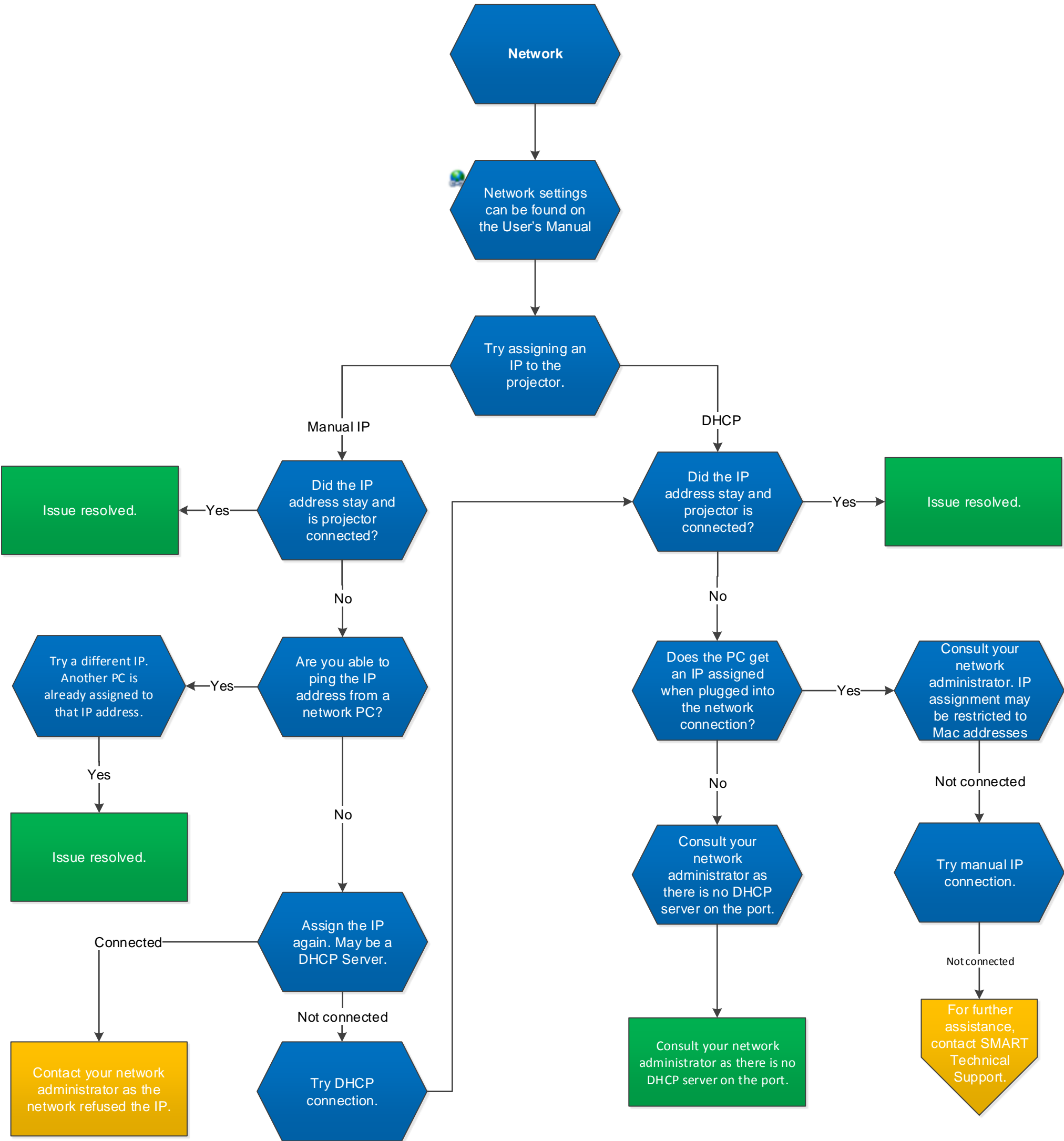
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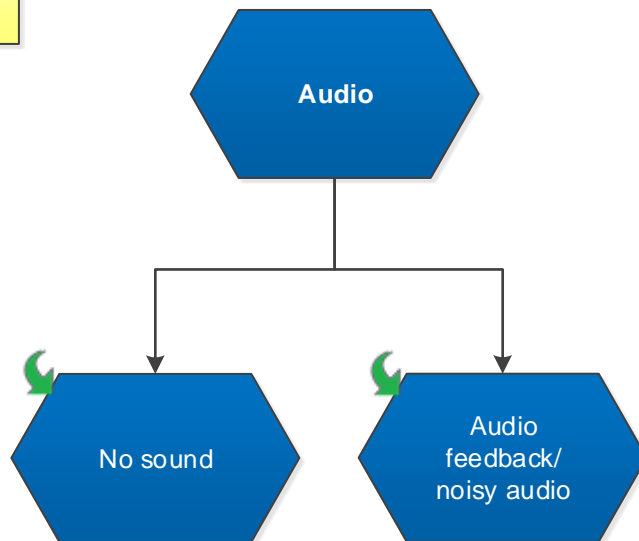
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3. Audio

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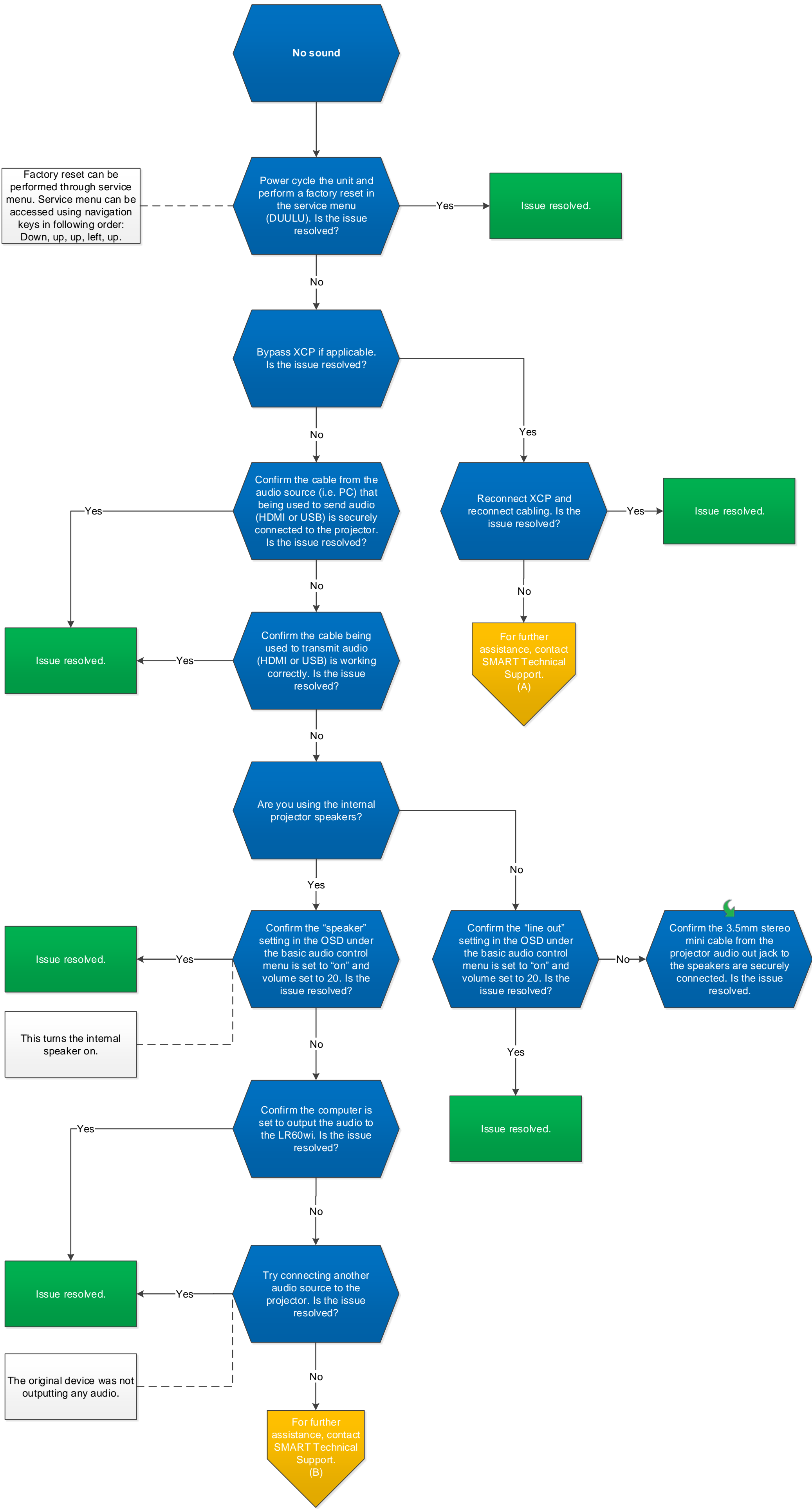
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3.1 No sound



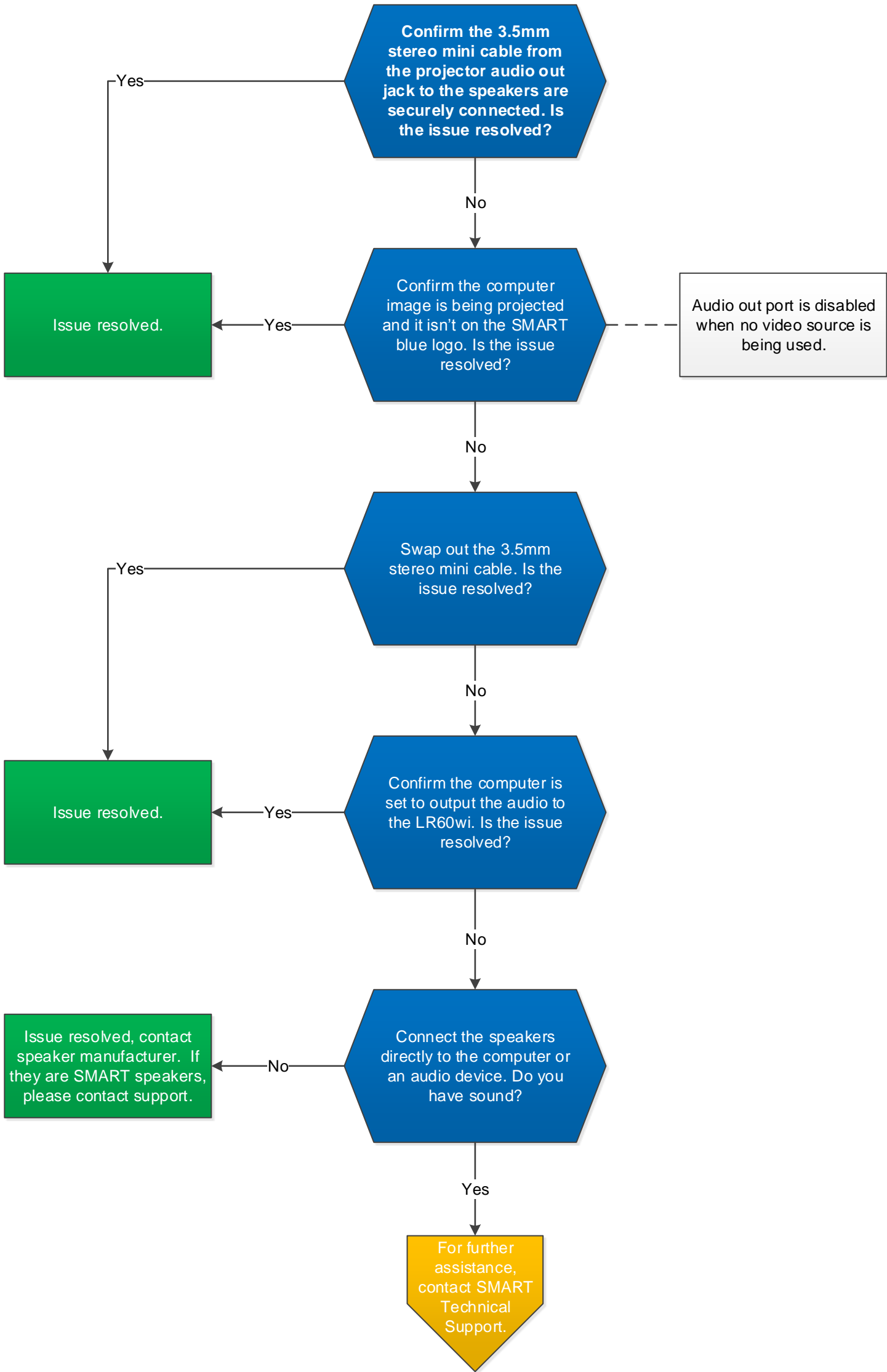
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3.1.1 Confirm the 3.5mm stereo mini cable from the projector audio out jack to the speakers are securely connected.



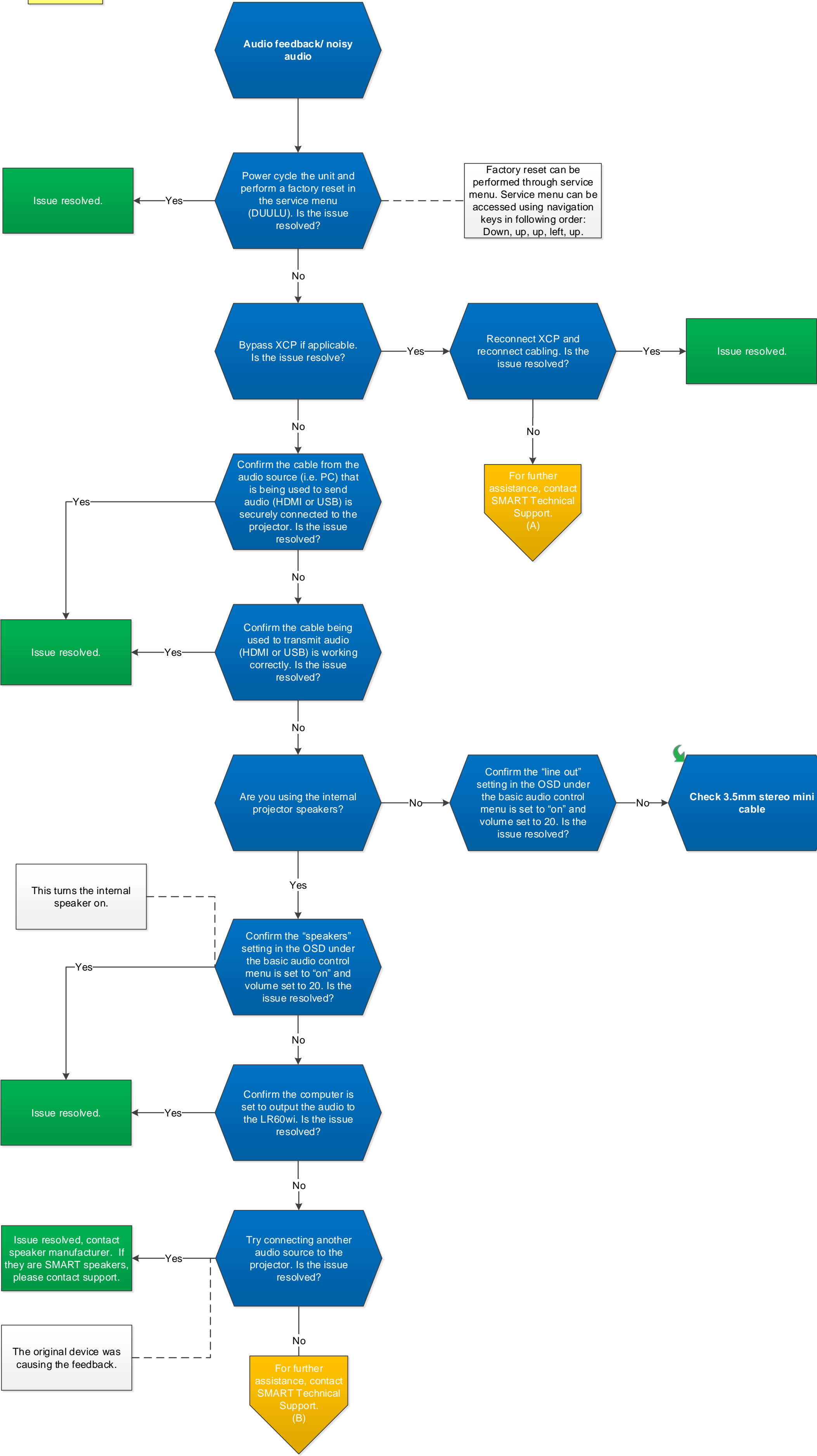
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3.2 Audio feedback/ noisy audio



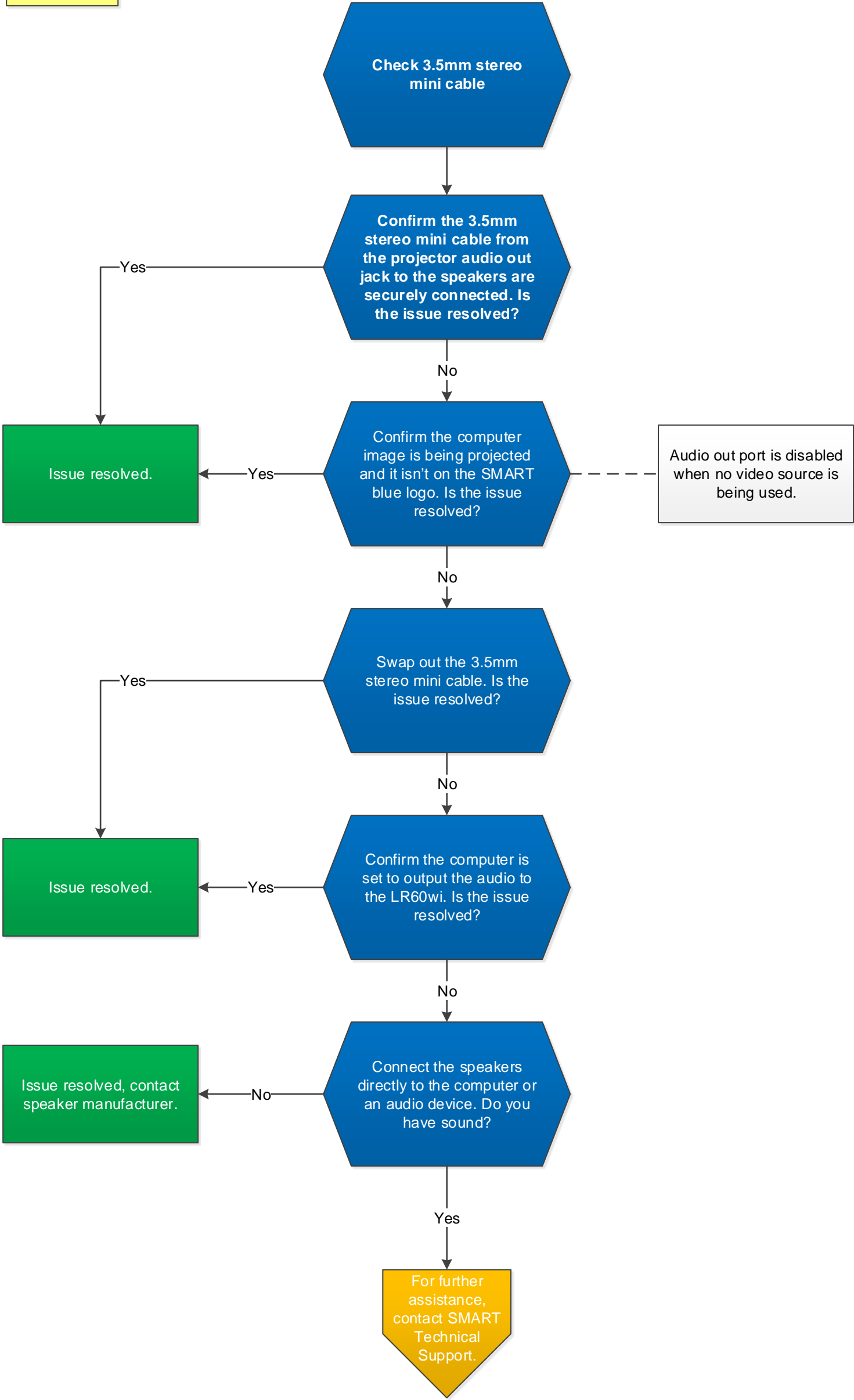
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3.2.1 Check 3.5 stereo mini cable

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4. Power & Other

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No image

What is the status of the power LED?

See p.60 on the LightRaise™ interactive projectors User's guide for further details.

Solid amber

What is the status of the diagnostics LED?

Off

Projector is in standby mode

Flashing red

Lamp error

Flashing amber

What is the status of the diagnostics LED?

Off

Unit cooling down

Solid green

What is the status of the diagnostics LED?

Off

Unit is running as expected

Flashing green

What is the status of the diagnostics LED?

Off

The projector is preparing to turn on

Off

What is the status of the service LED?

Off

The unit does not have sufficient power or is not plugged in

Solid red

Error (fan colour wheel failure)

Flashing red

Temperature limit exceeded

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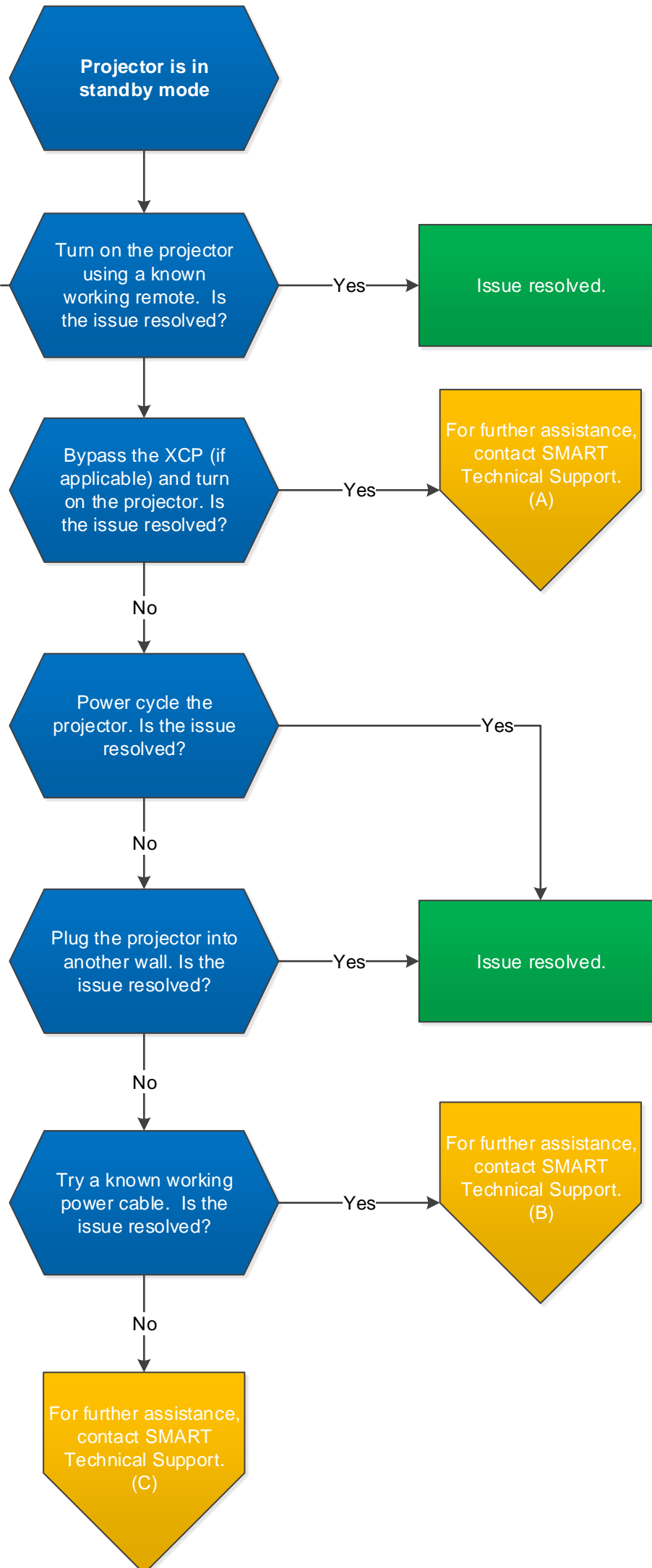
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4.1 Projector is in standby mode

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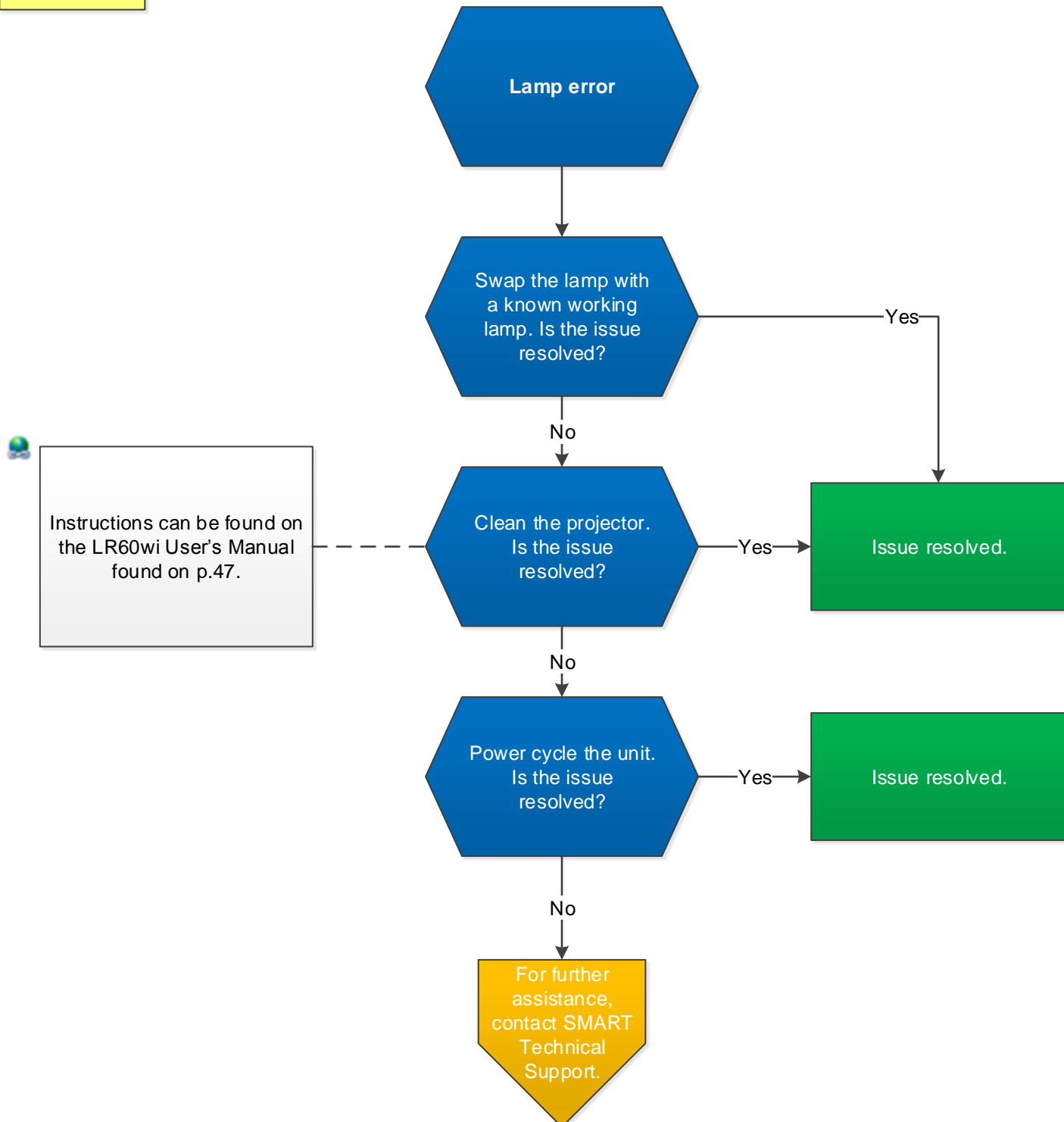
Contact Support

Ensure you point the remote to the projector sensor.
To test the remote, you may try to use it on another SMART projector or take another remote that works from another SMART projector.



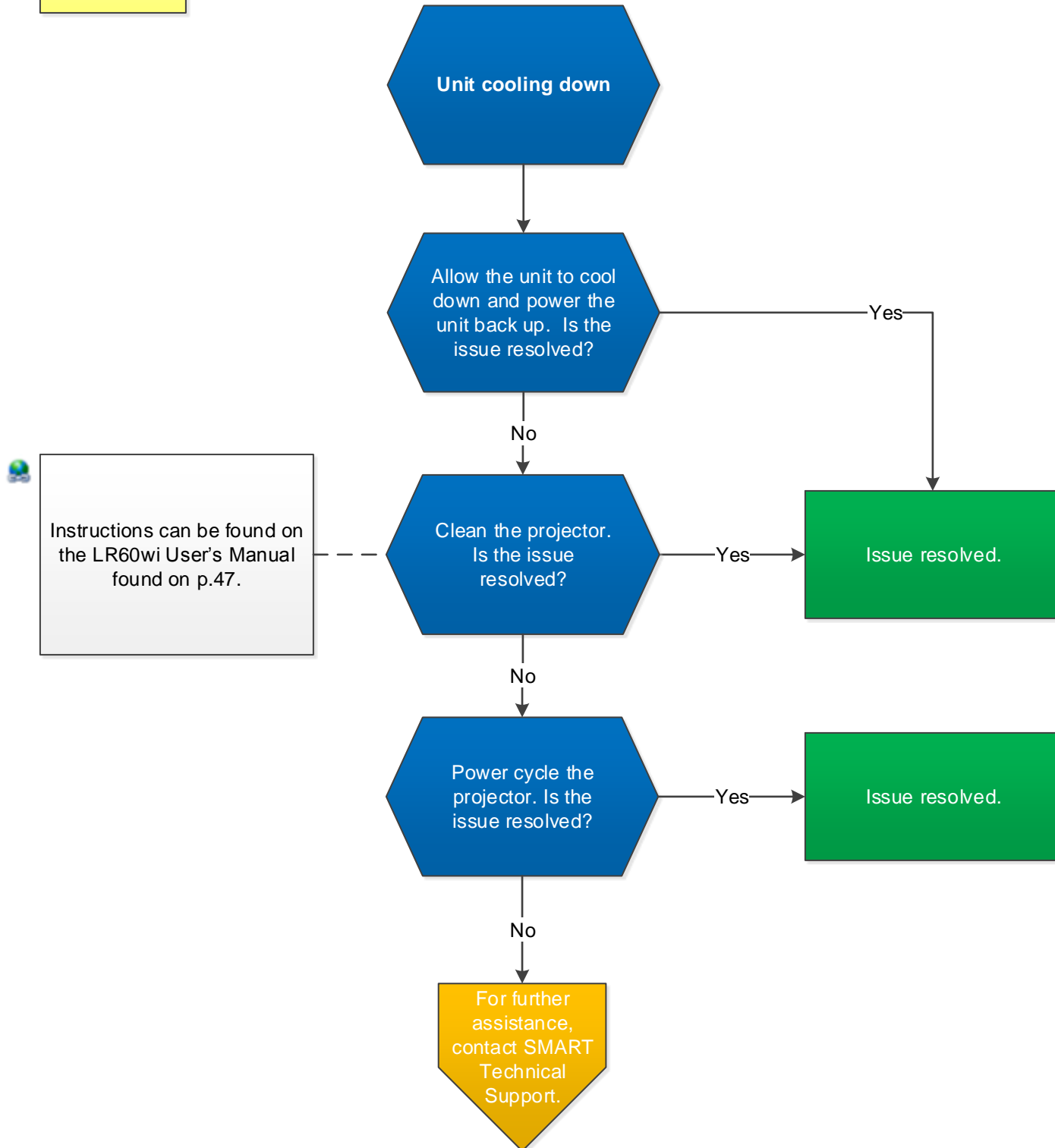
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4.2 Lamp error



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4.3 Unit cooling down



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4.4 Unit is running as expected



Yes

Select the most appropriate symptoms on the main page

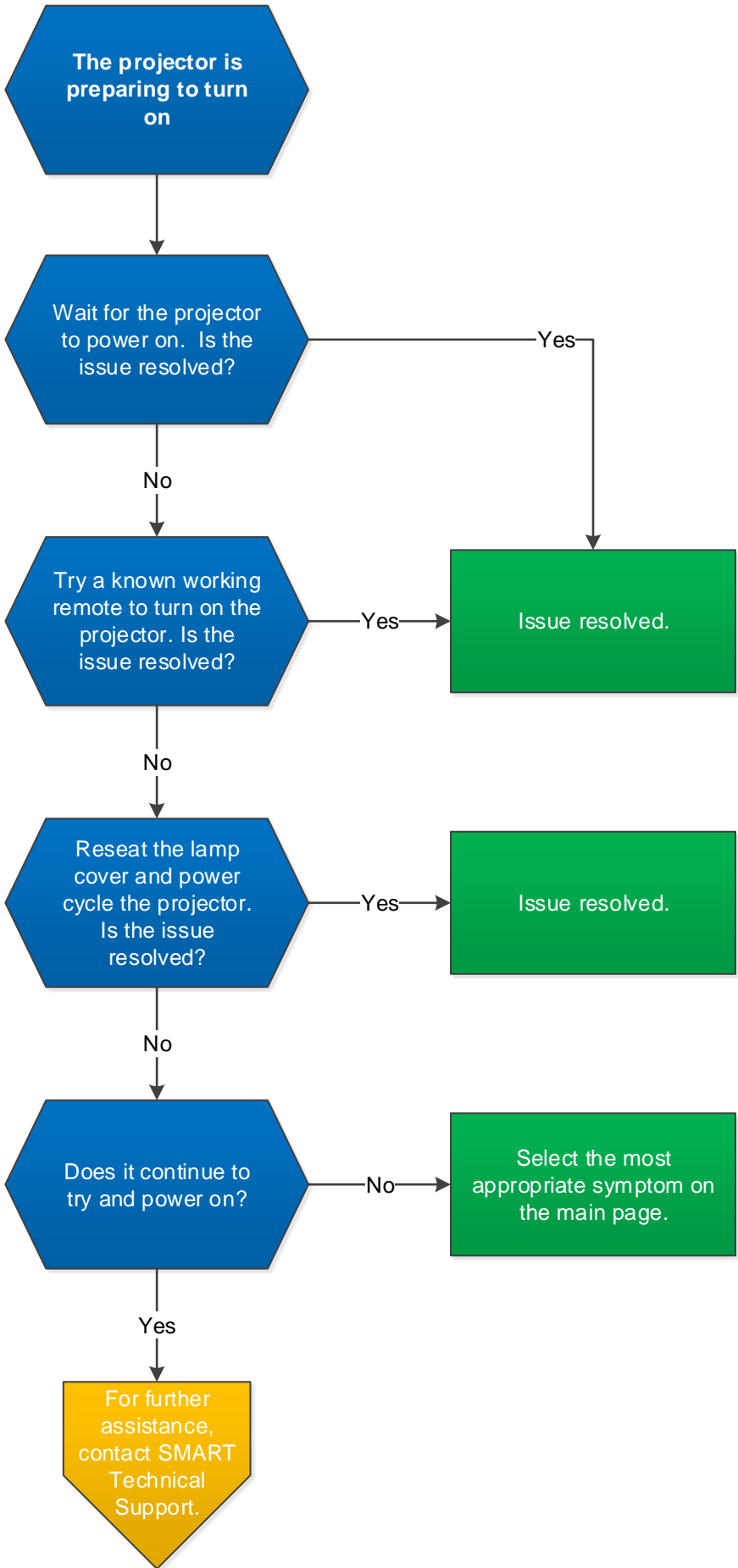
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4.5 The projector is preparing to turn on

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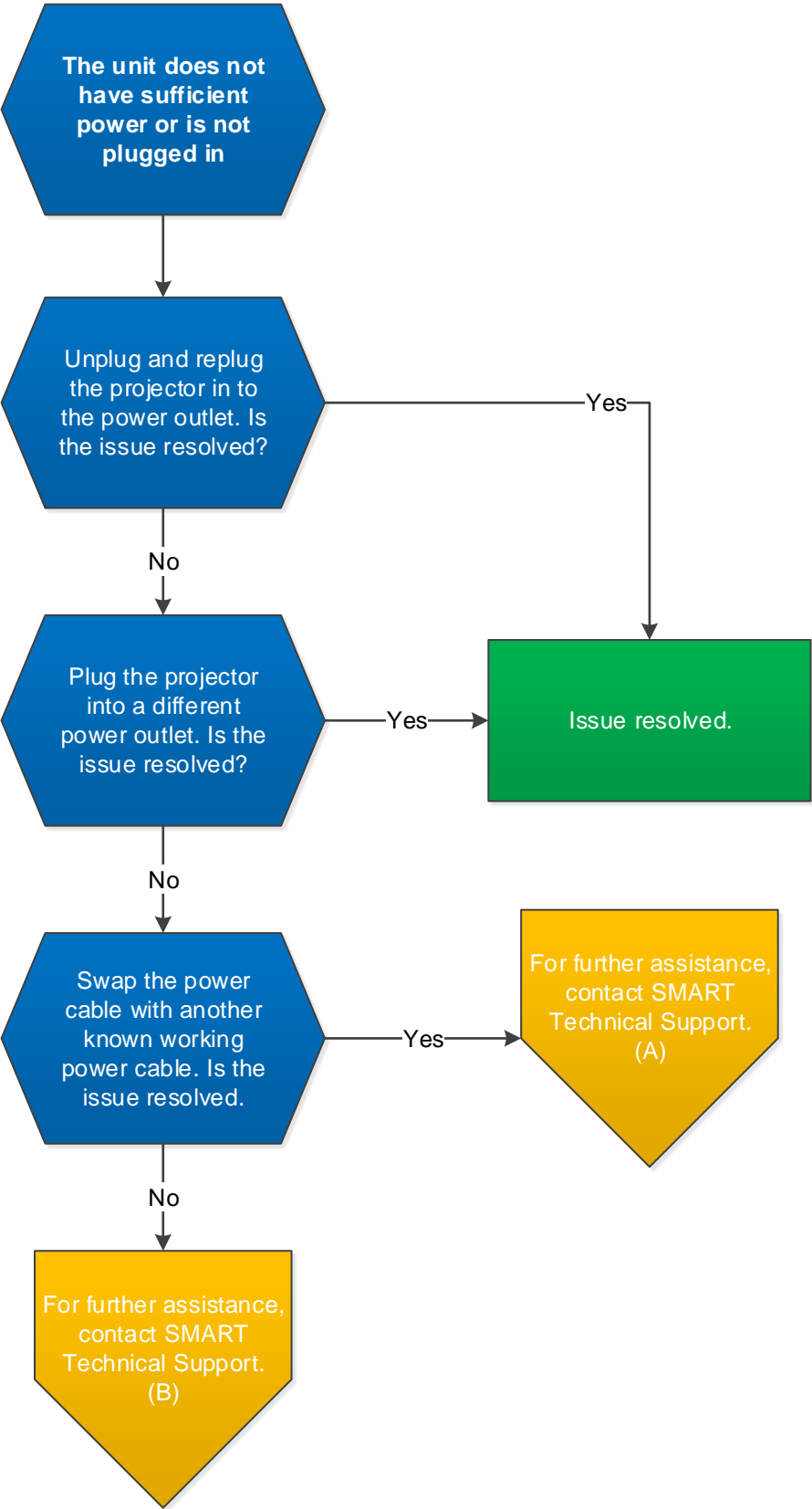
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4.6 The unit does not have sufficient power or is not plugged in



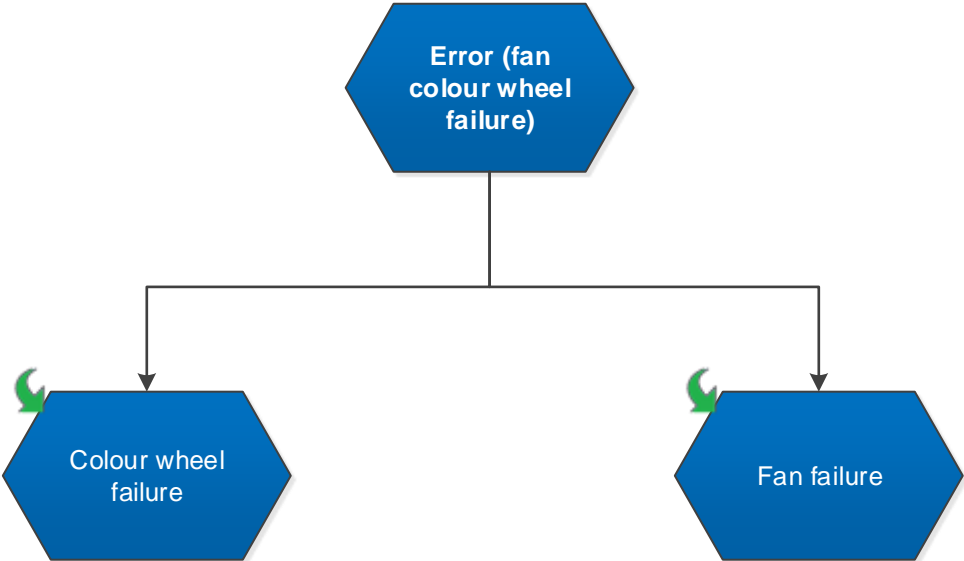
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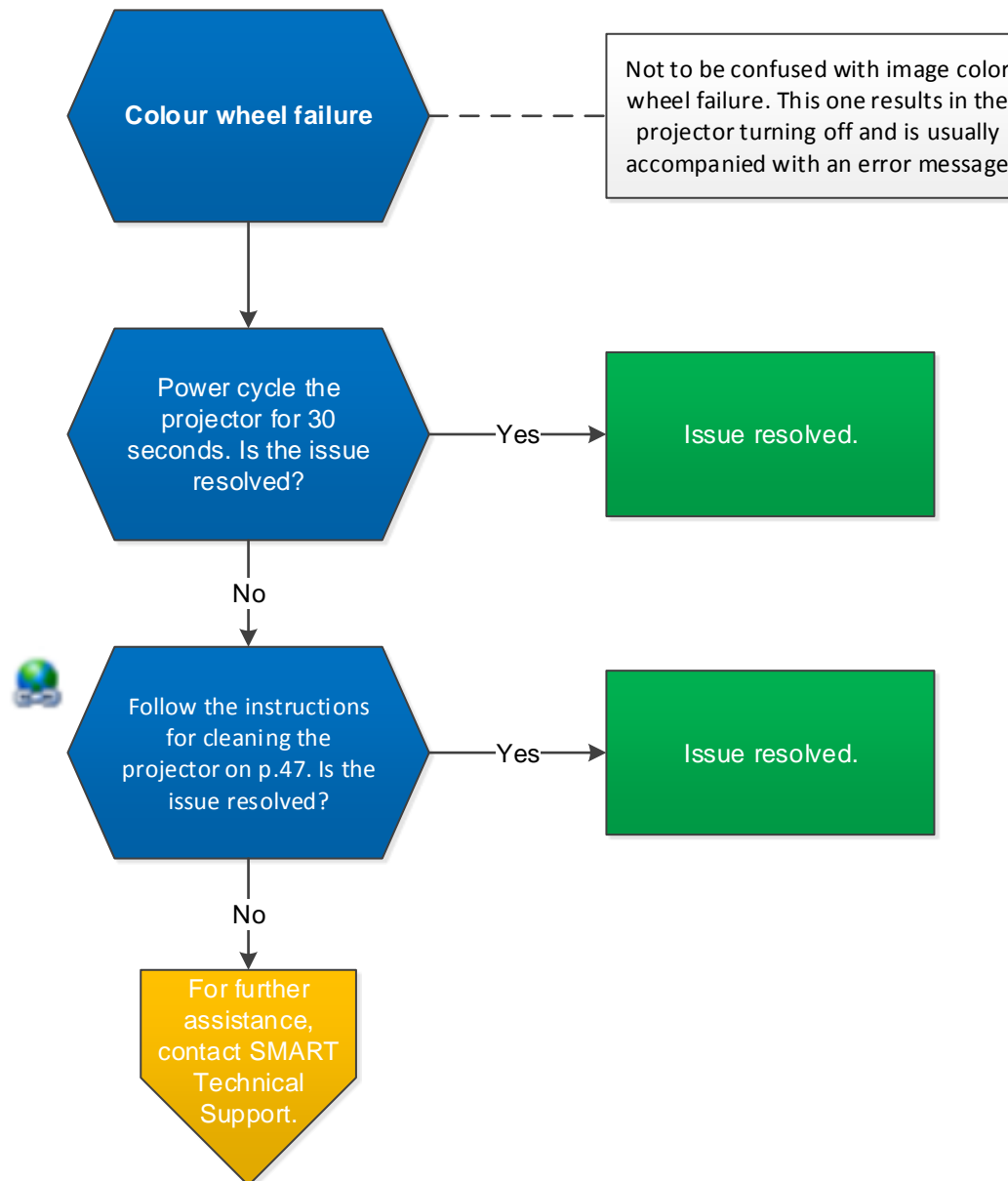
Contact Support

4.7 Error (fan/ colour wheel failure)



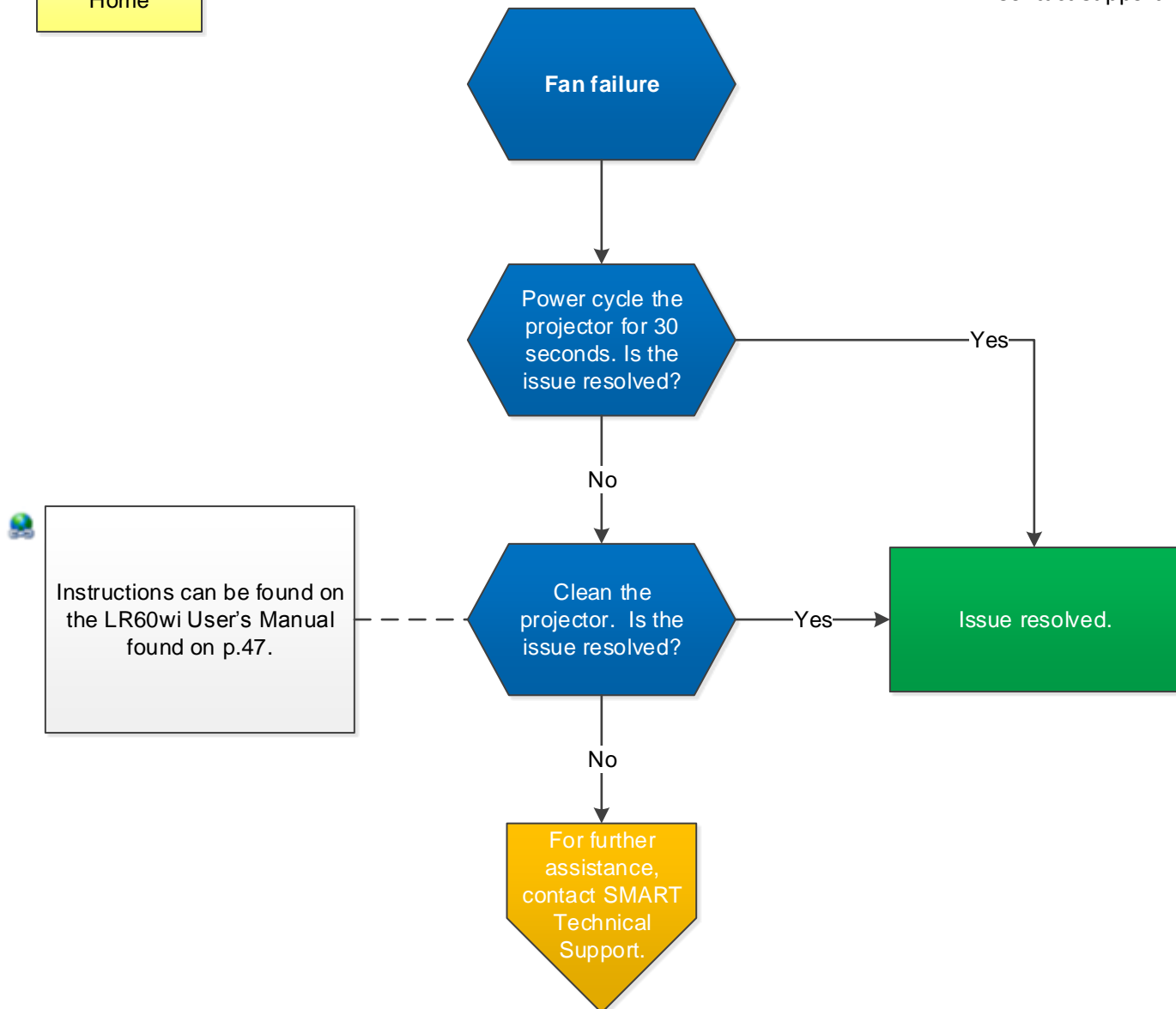
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4.7.1 Colour wheel failure



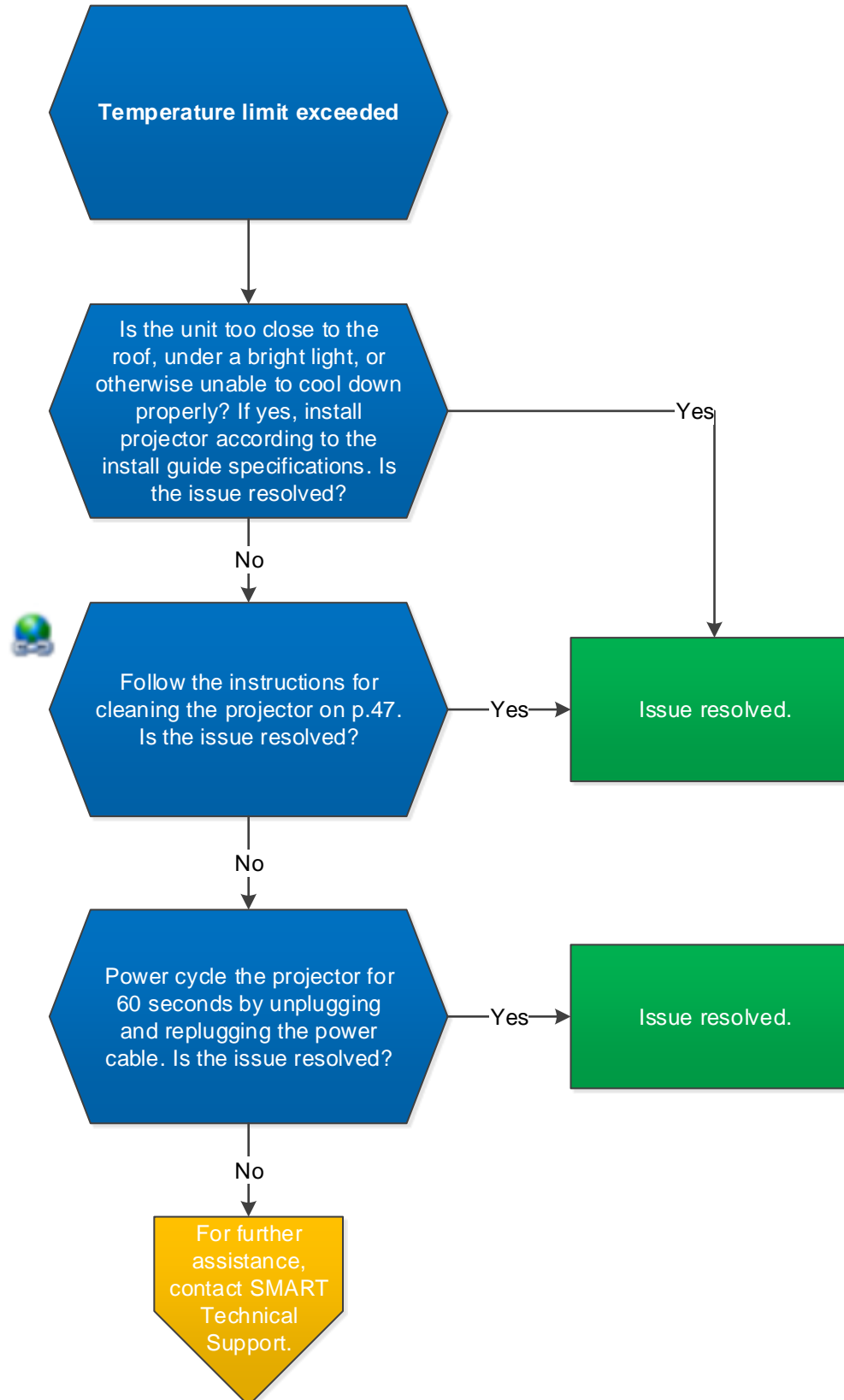
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4.7.2 Fan failure



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4.8 Temperature limit exceeded



5. Serial interface

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Serial interface

The serial interface of the projector acts as a Data Communications Equipment (DCE) device and its settings can't be configured. You must configure your computer's serial communication program (such as Microsoft Hyper Terminal) of your room control system's serial communication settings with the following values:

- Baud rate: 19200
- Data length: 8
- Parity bit: None
- Stop bit: 1

See p.81 on the LR60wi Interactive Projector User's Guide

Are you sending commands from a PC or a room control system?

Room control

PC

Do you have a console that shows you responses?

No

Connect a PC so you can identify if an error message is generated.

Yes

Are you seeing any responses?

Yes

Ensure the use of the correct RS232 commands as per the user manual. Did this resolve the issue?

No

Check your connection properties against the manual on page 82. Is the issue resolved?

Yes

Incorrect configuration. Issue resolved.

No

Use a known working serial cable. Is the issue resolved?

No

Bypass the room control system and follow the PC troubleshooting.

Yes

The cable was faulty. Issue resolved.

Are you seeing any responses?

Yes

Review the RS232 commands found in the user's guide.

No

Check your connection properties against the manual on page 63. Is the issue resolved?

Yes

Incorrect connection details. Issue resolved.

No

Use a known working serial cable. Is the issue resolved?

Yes

The cable was faulty. Issue resolved.

No

Power cycle the projector. Is the issue resolved?

Yes

Issue resolved.

No

Reset the projector to its factory state. Is the issue resolved?

Yes

Issue resolved.

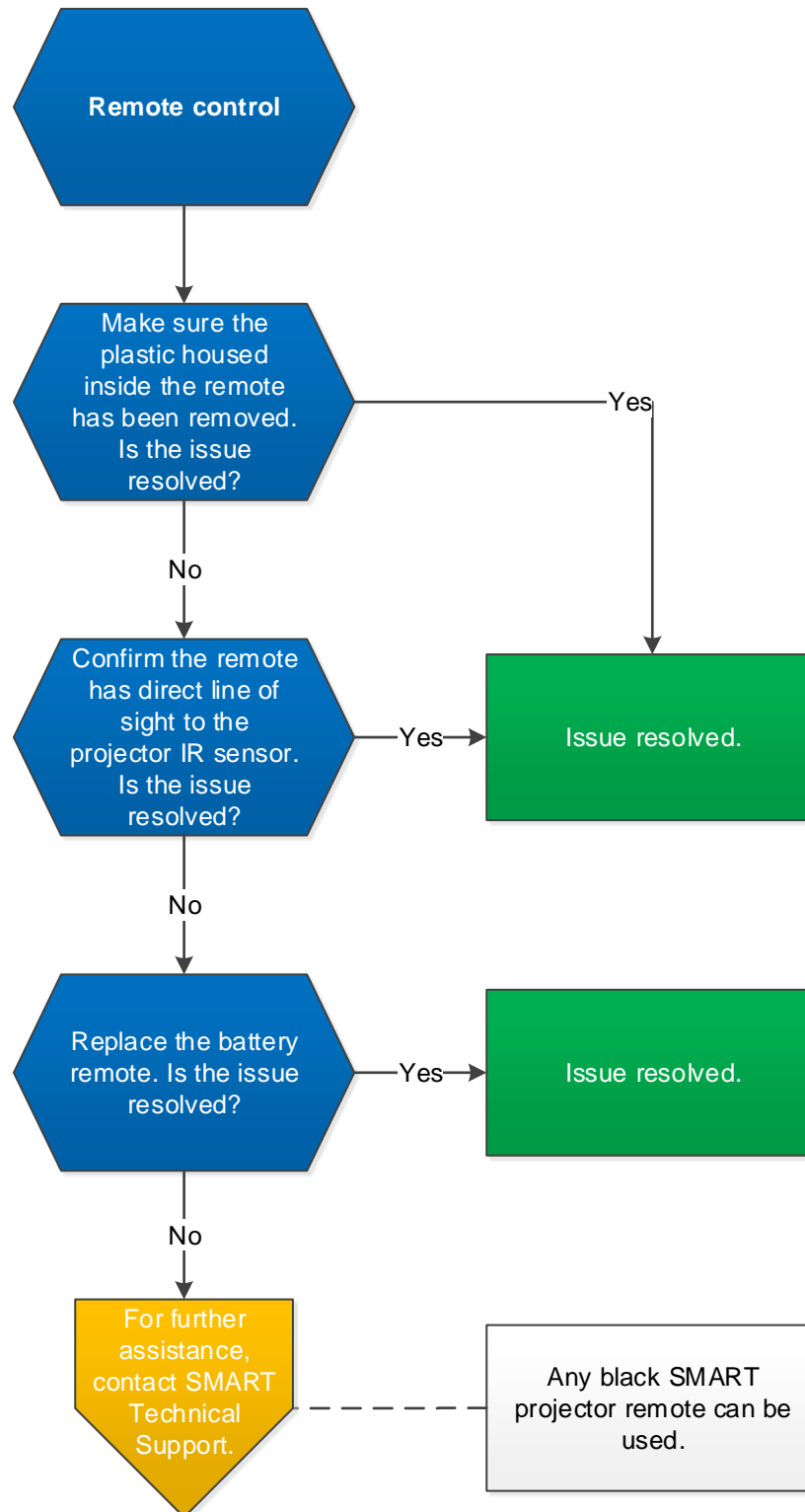
No

For further assistance, contact SMART Technical Support. (A)

Factory reset can be performed through service menu. Service menu can be accessed using navigation keys in following order: Down, up, up, left, up.

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6. Remote control

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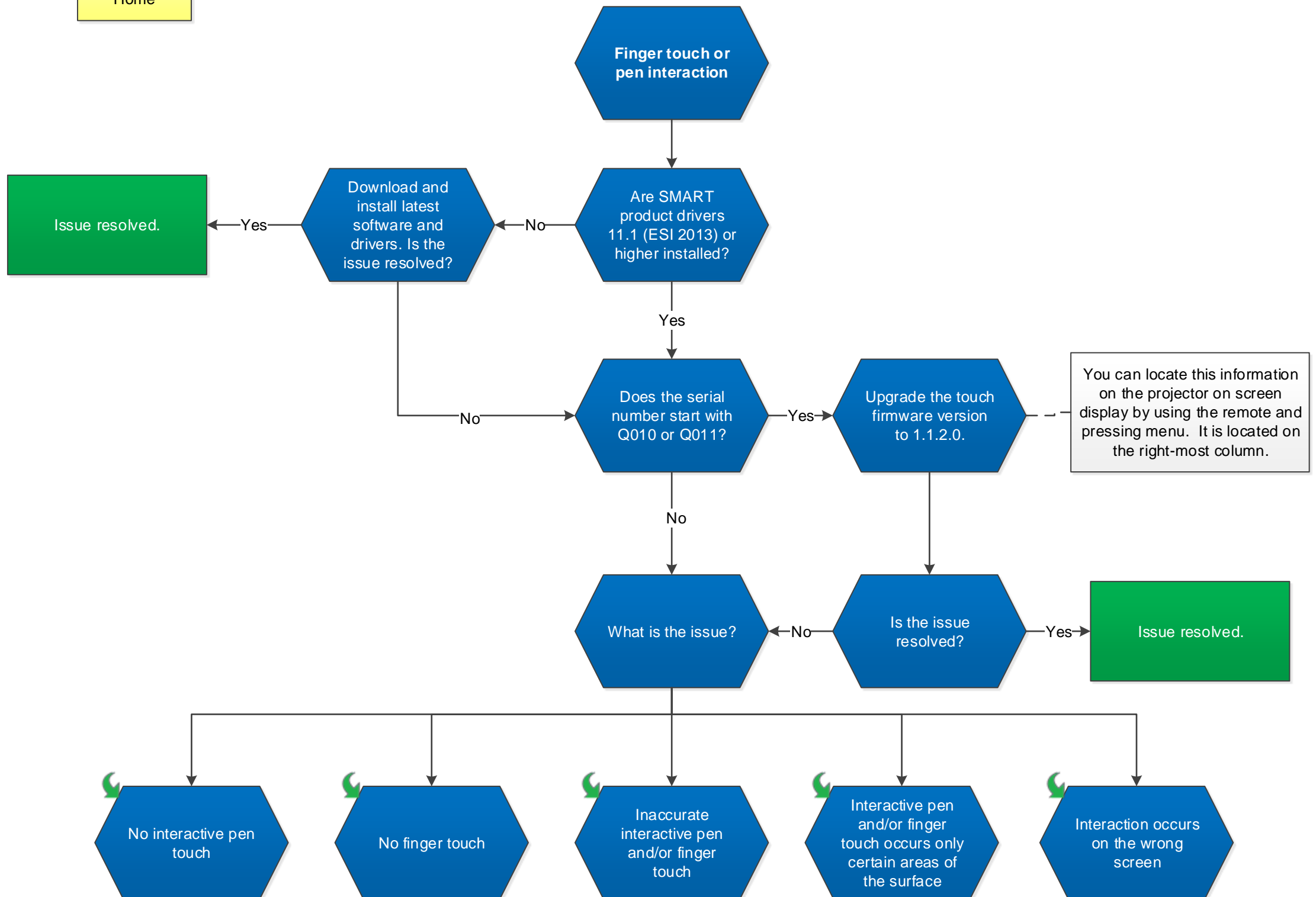
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7. Finger touch or pen interaction



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7.1 No interactive pen touch

No interactive
pen touch

What is the pen
status light when
in use?

 Solid green or
flashing green -
pen

 Solid amber - pen

 Flashing amber -
pen

 No light - pen

 Solid red - pen

Flashing green occurs
instead of solid green if the
serial number starts with
Q010 or Q011.

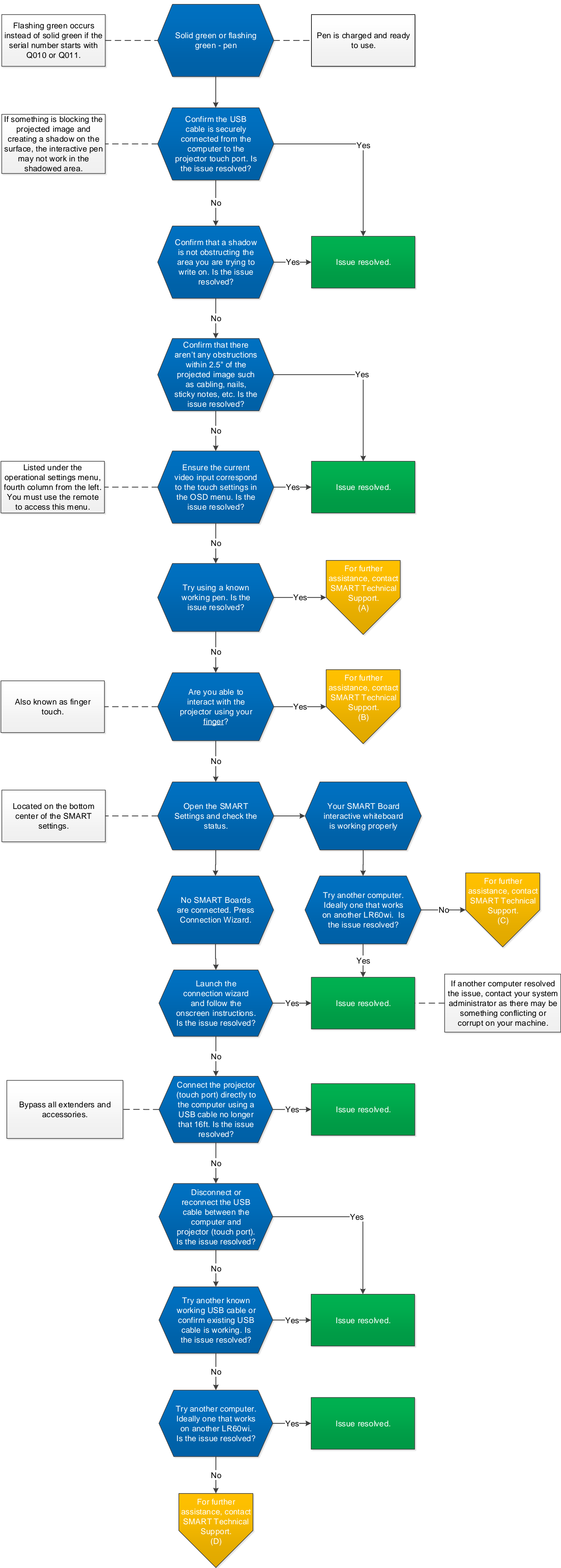
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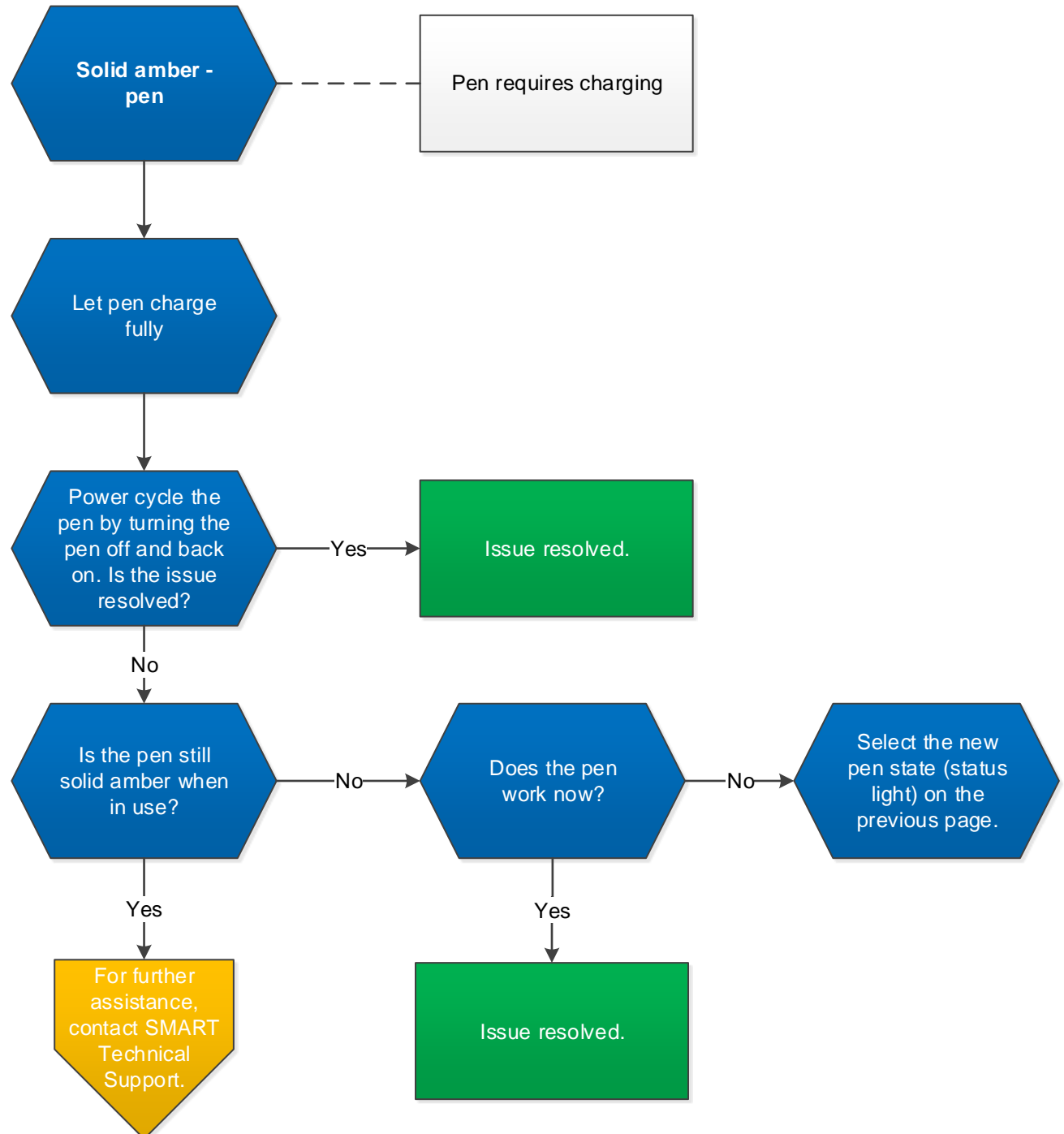
Contact Support

7.1.1 Solid green or flashing green - pen



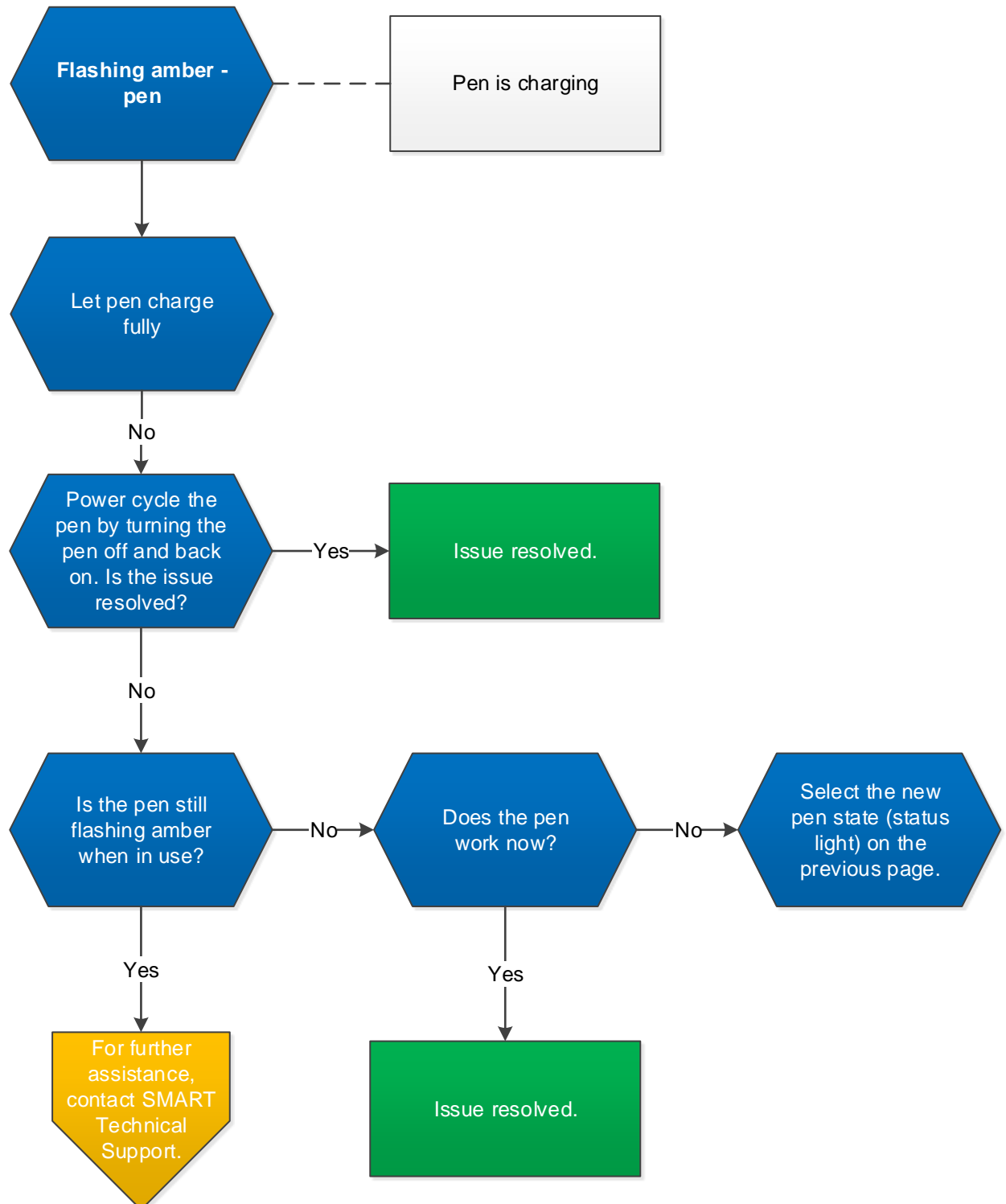
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7.1.2 Solid amber - pen

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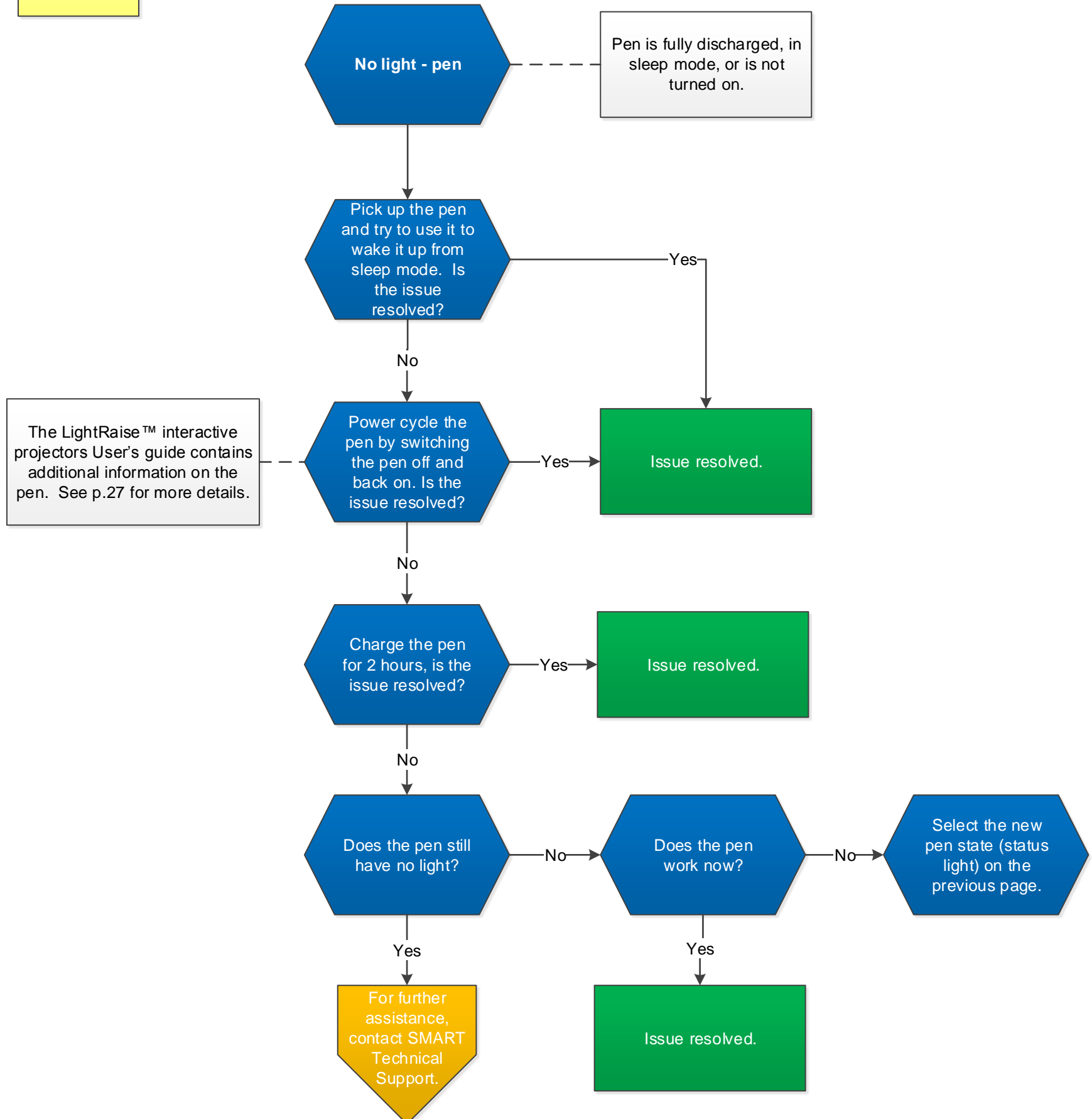
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7.1.3 Flashing amber - pen

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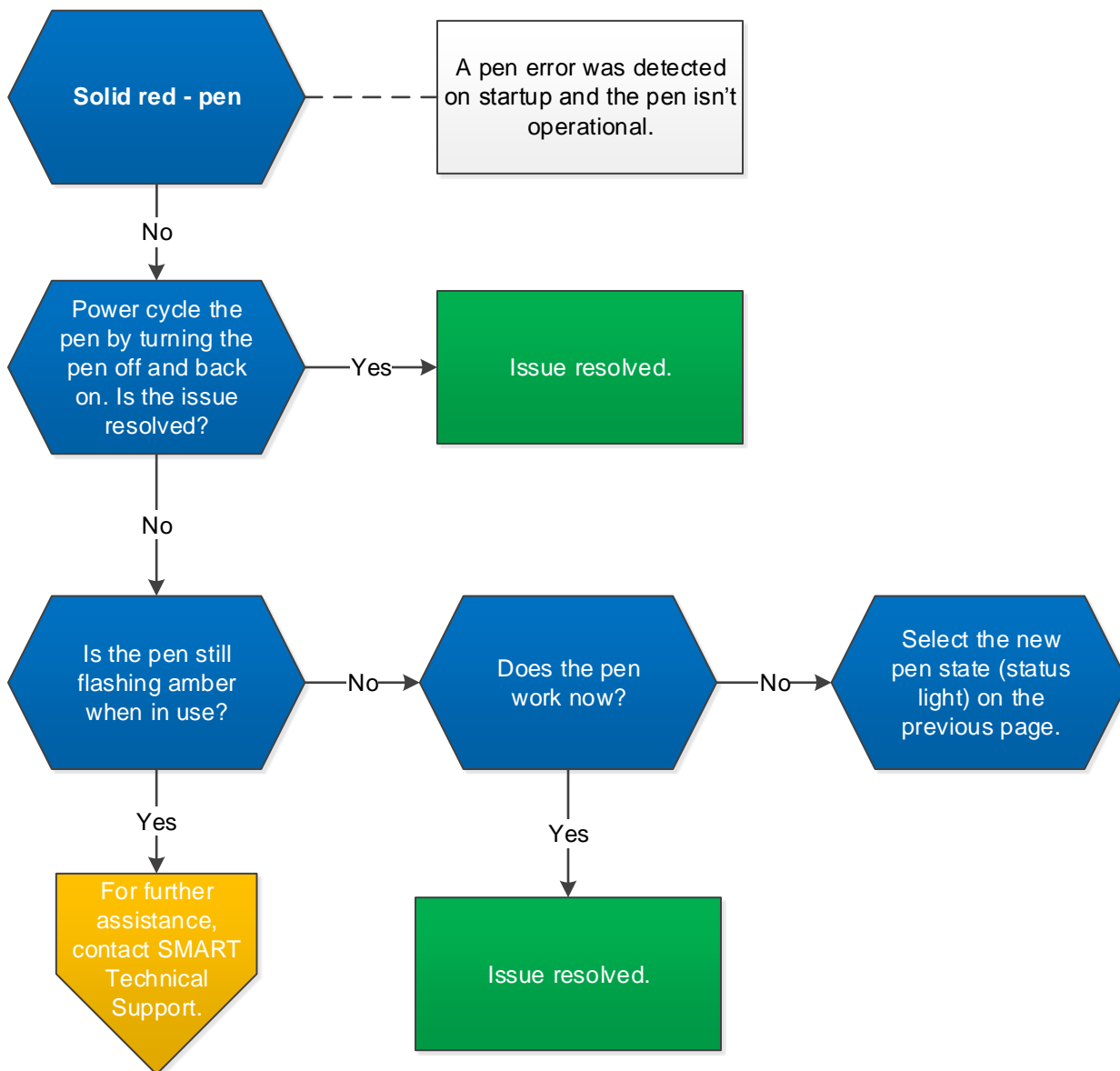
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7.1.4 No light - pen



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7.1.5 Solid red - pen



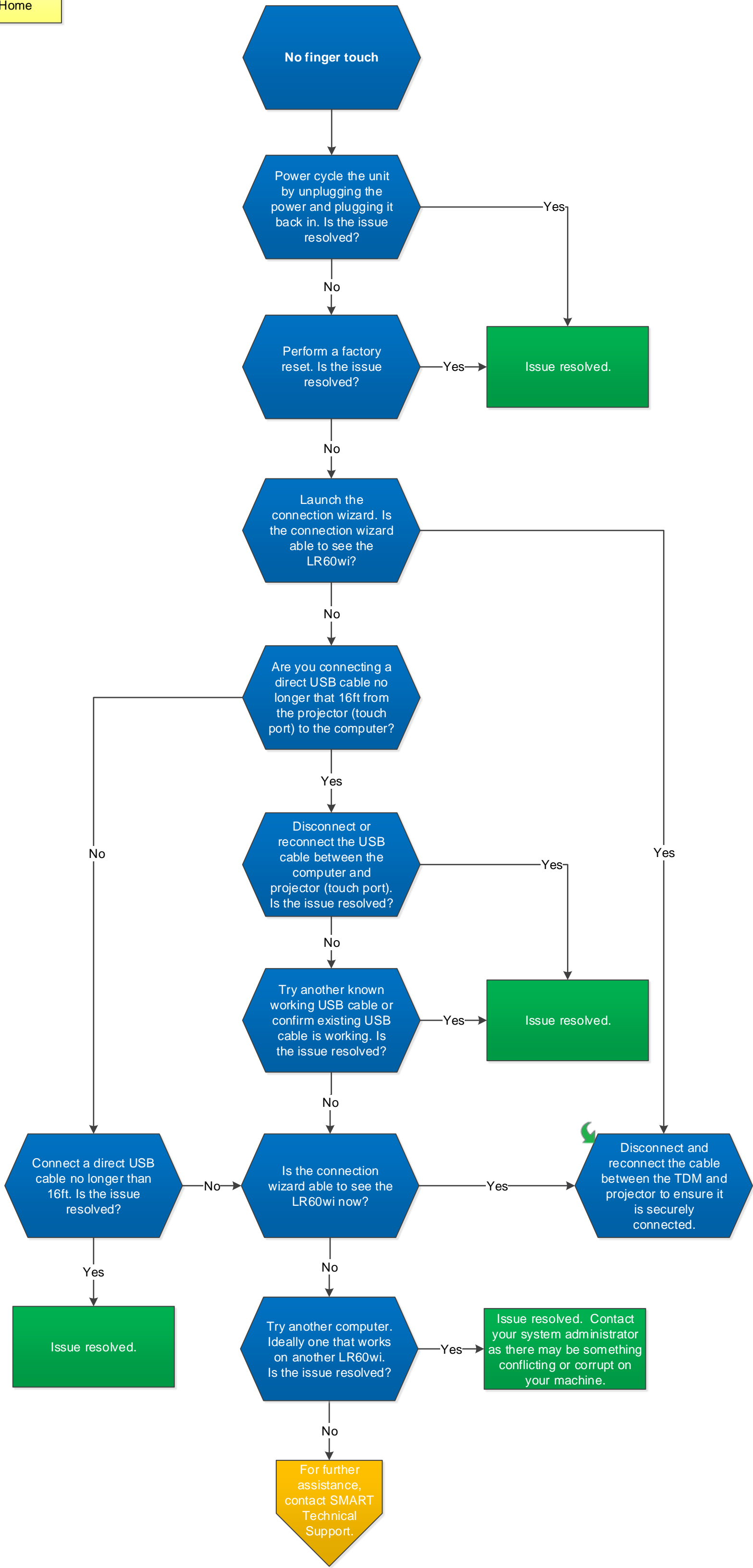
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7.2 No finger touch



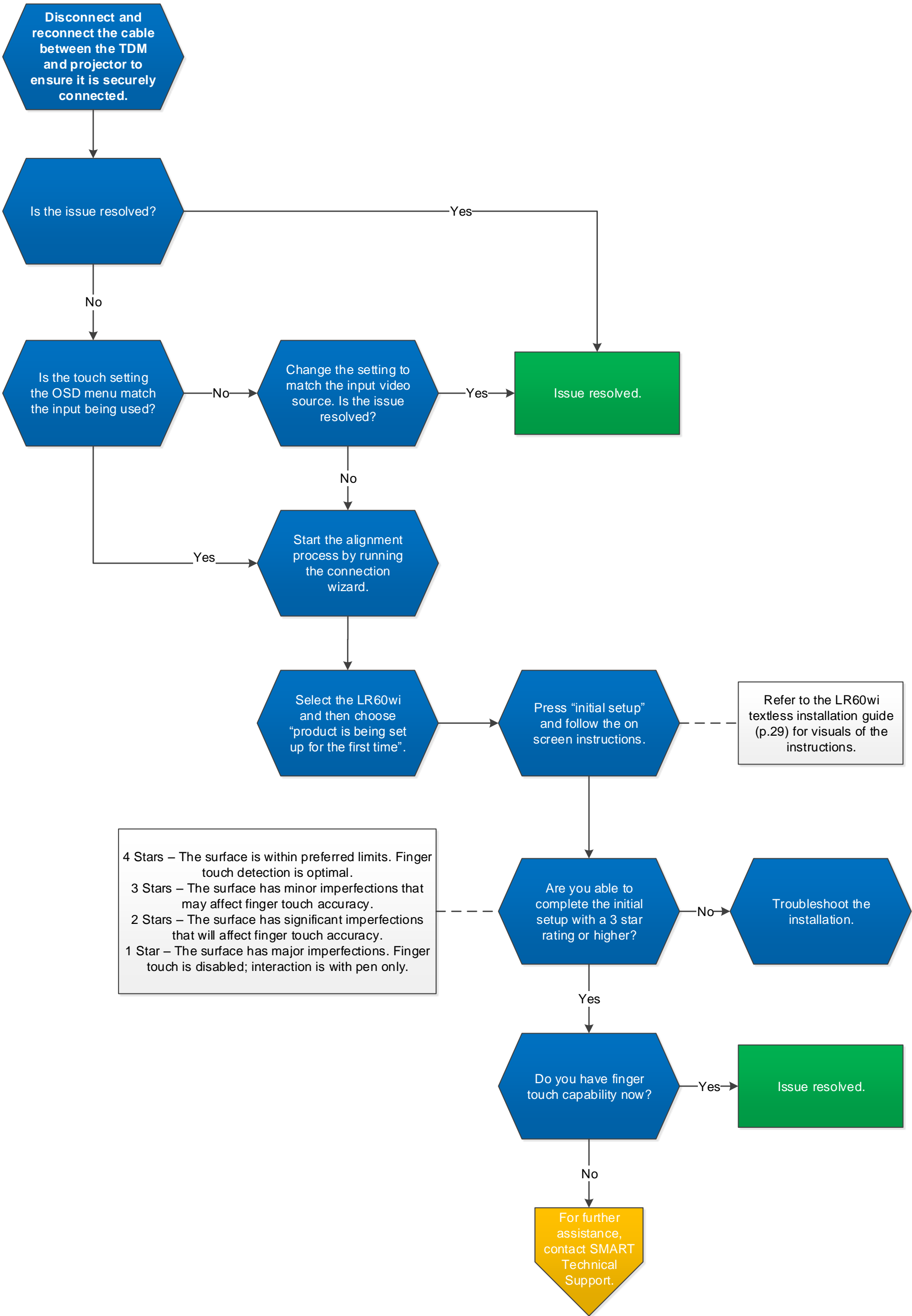
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7.2.1 Disconnect and reconnect the cable between the TDM and projector to ensure it is securely connected.

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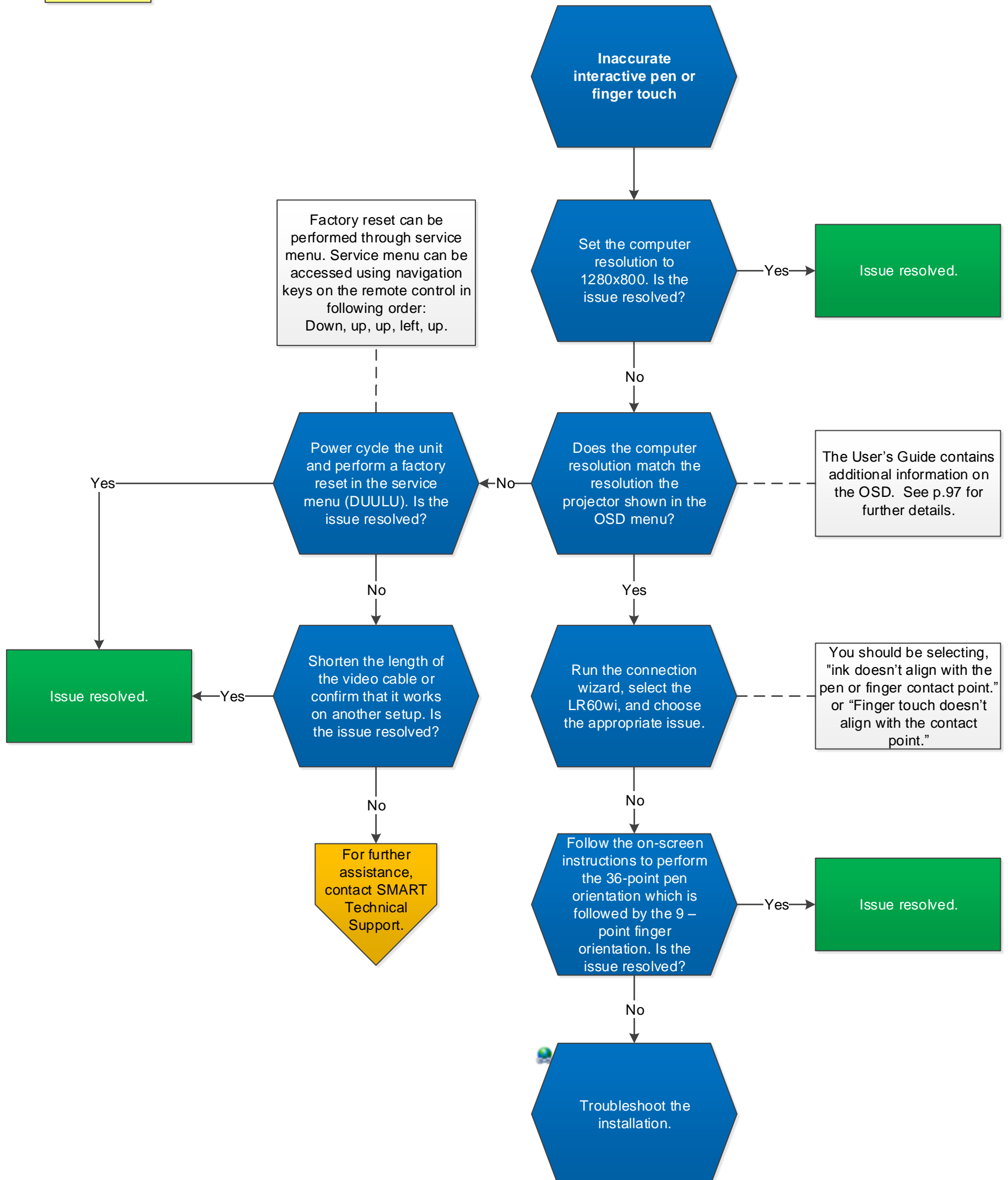
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7.3 Inaccurate interactive pen or finger touch

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7.4 Interactive pen and/or finger touch occurs only certain areas of the surface

Interactive pen and/
or finger touch
occurs only certain
areas of the surface.



Troubleshooting the
installation

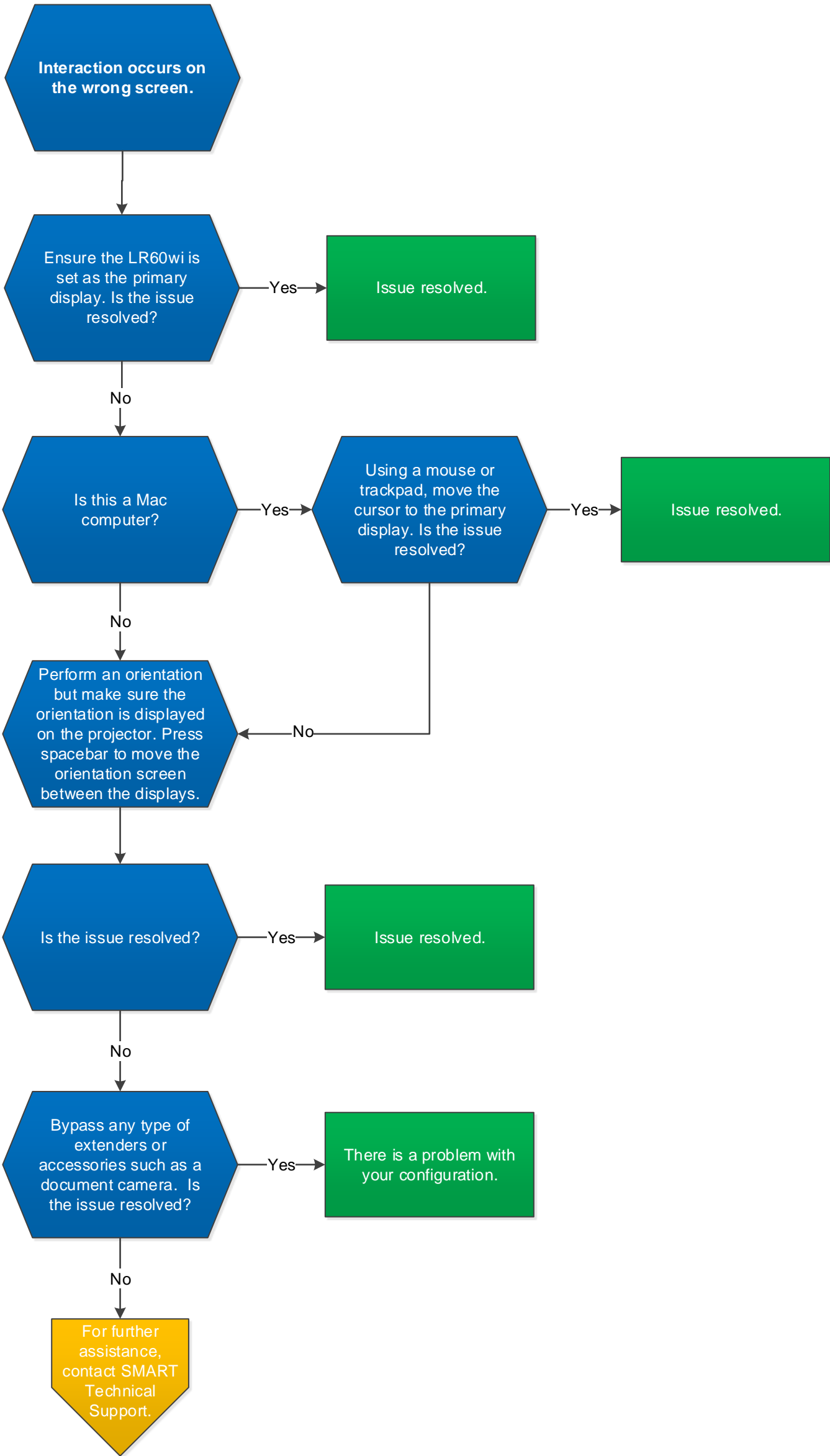
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7.5 Interaction occurs on the wrong screen

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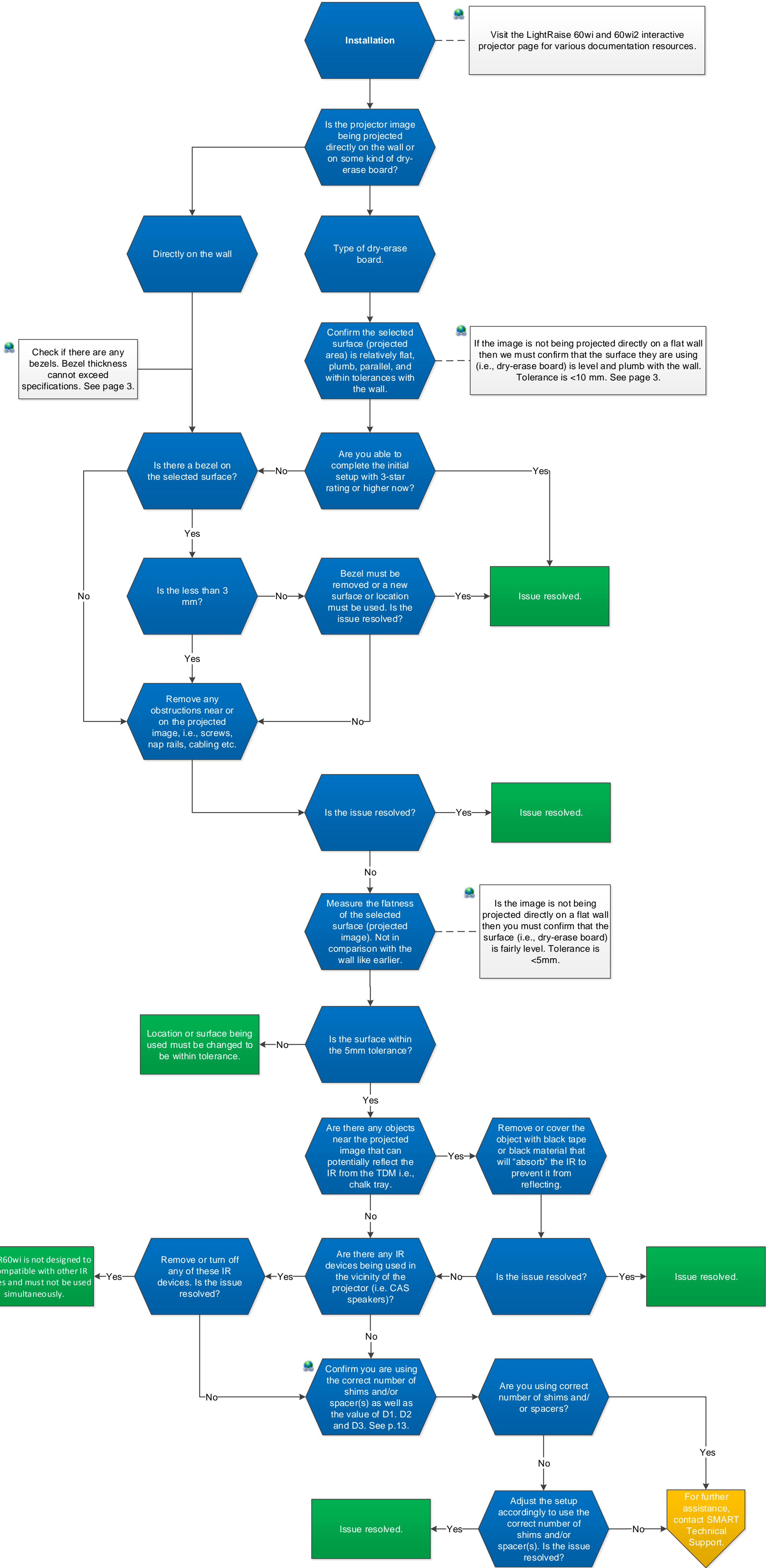
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8 Installation

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[illegible]

<div>1.1</div> <div>Cannot keystone the image</div>	<div>For further assistance, contact SMART Technical Support.</div>
<div>1.2.1</div> <div>Projector has ‘rolling’ bars or lines flickering in image</div>	<div>Page 1.2.1 If video port on projector is faulty, RMA the projector.</div>
<div>1.2.2</div> <div>Projector has sparkles and noise in the image</div>	<div>Page 1.2.2 If issue occurs when no inputs are connected, RMA the projector.</div>
<div>1.2.3</div> <div>Projector is flickering different colours</div>	<div>Page 1.2.3 If issue occurs when no inputs are connected, RMA the projector. (A)</div> <div>Page 1.2.3 RMA XCP if bypassing it resolved the issue and you confirmed the video cable works. (B)</div> <div>Page 1.2.3 RMA the projector if all troubleshooting steps has been completed and last step leads to contact support. (C)</div>
<div>1.3</div> <div>Image shifts when input is connected</div>	<div>Page 1.3 RMA the projector if all troubleshooting steps has been completed and last step leads to contact support. (B)</div>

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1.4
Video source
is not
recognized

Page 1.4 RMA the projector is all troubleshooting steps has been completed and last step leads to contact support.

1.5
Noisy Image

Page 1.5 RMA the projector if all troubleshooting steps has been completed and last step leads to contact support.

1.6
Stuck pixel

Page 1.6 RMA the projector if all troubleshooting steps has been completed and last step leads to contact support.

1.7
No Image

Page 1.7 If replacing the power cable resolved the issue, RMA power cable.
(A)

Page 1.7 RMA the projector if all troubleshooting has been completed and last step leads to contact Support.
(B)

3.1
No Sound

Page 3.1 If bypassing XCP resolves issue, RMA XCP.
(A)

Page 3.1 RMA projector if all troubleshooting steps has been completed and last step leads to contact Support. Issue is with audio input.
(B)

3.1.1
Confirm the 3.5mm
stereo mini cable from
the projector audio
out jack to the
speakers are securely
connected.

Page 3.1.1 RMA projector if all troubleshooting steps has been completed and last step leads to contact support.

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<div>3.2</div> <div>Audio Feedback / Noisy Audio</div>	<div>Page 3.2 RMA the XCP if all troubleshooting has been completed and last step leads to contact support. (A)</div> <div>Page 3.2 RMA the projector if all troubleshooting has been completed and last step leads to contact support. (B)</div>
<div>3.2.1</div> <div>Check 3.5 stereo mini cable</div>	<div>Page 3.2.1 RMA the projector if all troubleshooting steps has been completed and last step leads to contact support.</div>
<div>4.1</div> <div>Projector is in standby mode</div>	<div>Page 4.1 RMA the XCP if all troubleshooting has been completed and last step leads to contact support. (A)</div> <div>Page 4.1 RMA the power cable if swapping it resolved the issue and all troubleshooting steps has been completed. (B)</div> <div>Page 4.1 RMA the projector if all troubleshooting steps has been completed and the last step leads to contact support. (C)</div>
<div>4.2</div> <div>Lamp error</div>	<div>Issue resolved, contact speaker manufacturer. If they are SMART speakers, please contact support.</div> <div>Page 4.2 RMA the projector if all troubleshooting steps has been completed and last step leads to contact support.</div>
<div>4.3</div> <div>Unit cooling down</div>	<div>Page 4.3 RMA the projector if all troubleshooting steps has been completed and last step leads to contact support.</div>
<div>4.5</div> <div>The projector is preparing to turn on</div>	<div>Page 4.5 RMA the projector if all troubleshooting steps has been completed and last step leads to contact support.</div>

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<div>4.6</div> <div>The unit does not have sufficient power or is not plugged in</div>	<div>Page 4.6 RMA the power cable is replacing it resolved the issue and all troubleshooting steps were performed. (A)</div> <div>Page 4.6 RMA the projector if all troubleshooting has been completed and last step leads to contact support. (B)</div>
<div>4.7.1</div> <div>Colour wheel failure</div>	<div>Page 4.7.1 RMA the projector if all troubleshooting steps has been completed and last step leads to contact support.</div>
<div>4.7.2</div> <div>Fan failure</div>	<div>Page 4.7.2 RMA the projector if all troubleshooting steps has been completed and the last step leads to contact support.</div>
<div>4.8</div> <div>Temperature limit exceeded</div>	<div>Issue resolved, contact speaker manufacturer. If they are SMART speakers, please contact support.</div> <div>Page 4.8 RMA the projector if all troubleshooting steps has been completed and last step leads to contact support.</div>
<div>5</div> <div>Serial interface</div>	<div>Page 5 RMA the projector if all troubleshooting steps has been completed and last step leads to contact support. (A)</div>
<div>6</div> <div>Remote control</div>	<div>Page 6 RMA the remote if all troubleshooting steps has been completed and last step leads to contact support.</div>

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<div>7.1.1</div> <div>Solid green or flashing green - pen</div>	<div>Page 7.1.1 RMA the pen if replacing it resolved the issue and all troubleshooting steps were performed. (A)</div> <div>Page 4.6 7.1.1 RMA the pen if replacing it resolved the issue and all troubleshooting steps were performed. (B)</div> <div>Page 4.6 7.1.1 If you are able unable to connect to the projector and you've performed all the steps, RMA the projector.</div>
<div>7.1.2</div> <div>Solid amber - pen</div>	<div>Page 7.1.2 RMA the pen if all troubleshooting steps has been completed and last step leads to contact support.</div>
<div>7.1.3</div> <div>Flashing amber - pen</div>	<div>Page 7.1.3 RMA the pen if all troubleshooting steps has been completed and last step leads to contact support.</div>
<div>Issue resolved, contact speaker manufacturer. If they are SMART speakers, please contact support.</div> <div>7.1.4</div> <div>No light - pen</div>	<div>Page 7.1.4 RMA the pen if all troubleshooting steps has been completed and last step leads to contact support.</div>
<div>7.1.5</div> <div>Solid red - pen</div>	<div>Page 7.1.5 RMA the pen if all troubleshooting steps has been completed and last step leads to contact support.</div>
<div>7.2</div> <div>No finger touch</div>	<div>Page 7.2 RMA the projector if all troubleshooting steps has been completed and last step leads to contact support.</div>